

Step by step guide: installing & configuring thin client on server: Windows 2008 Server

Description

This document provides step by step instructions for installing and configuring IIS and CheckPoint thin client software on a CheckPoint server running on Windows 2008 Server.

Step 1 –Downloading Thin Client Software

- Download Thin Client Installer 2.0.1 from the TempSys web site to local machine.

Step 2 – Installing Thin Client

- Double-click on the Thin Client Installer 2.0.1 install file.
- If you receive the error message below, then click on “OK, then “Close” and proceed to step 3.
- If you do not receive this error message, skip forward to step 4, bullet #3.

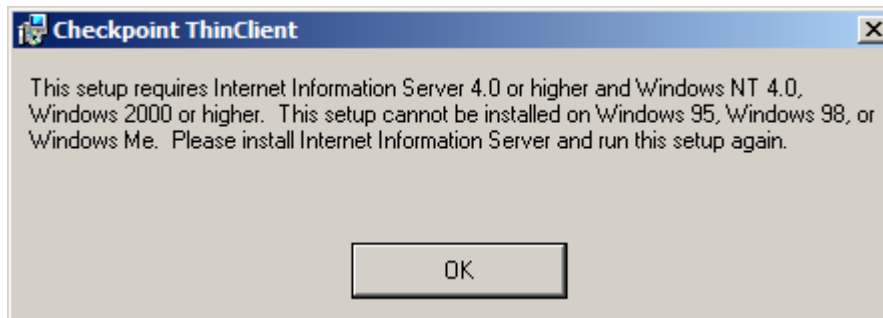


Figure 1 - “This setup requires Internet Information Server 4.0 or higher and Windows NT 4.0, Windows 2000 or higher.” error message.

Step 3 – Installing Web Server (IIS)

- Click on “Start” → “Administrative Tools” → “Server Manager”
- Right-click on “Roles” then click on “Add Roles”
- Click on “Next”
- Place a checkmark next to “Web Server (IIS)”
- If you receive a prompt to add features required for Web Server (IIS), click on “Add Required Features”
- Click on “Next”, then click on “Next” again
- Place a checkmark next to “ASP.NET” and, if needed, click on “add Required Role Services”
- Place a checkmark next to “ASP”.
- Place a checkmark next to “IIS 6 Management Compatibility”
- Click on “Next”
- Click on “Install”
- When the installation process completes, click on “Close”

Step 4 – Installing Thin Client

- Double-click on the Thin Client Installer 2.0.1 install file.

- Click on Run.
- Click on “Next”.
- Select all default settings and click on “Next”.
- Click on “Next”.
- A Window displaying “CheckPoint Thin Client has been successfully installed” will come up. Click on “Close”.

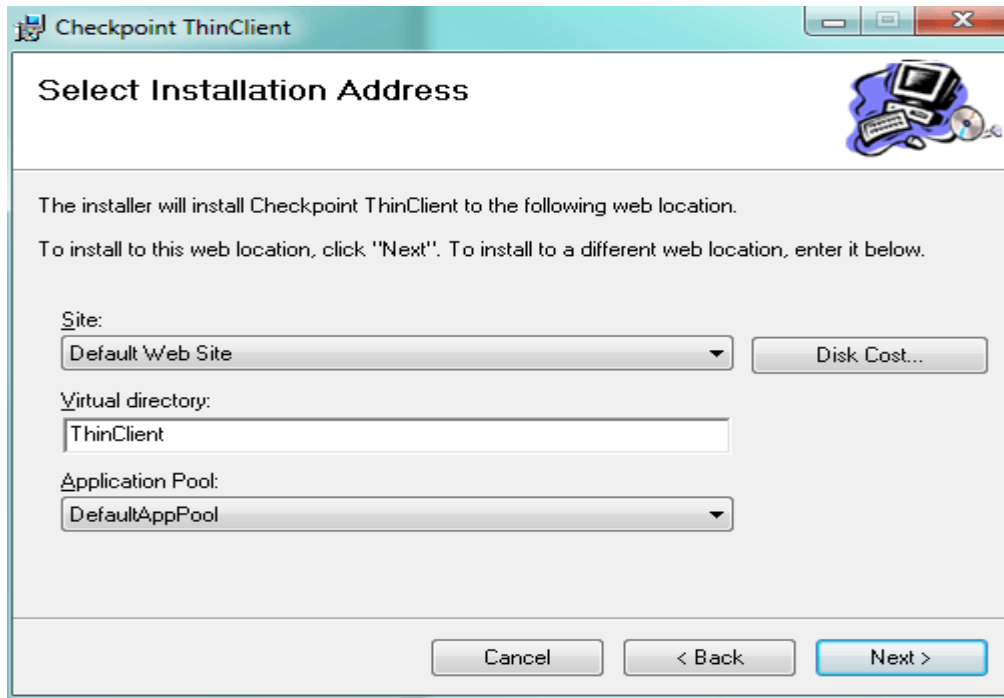


Figure 2– “CheckPoint ThinClient” setup screen – accept all defaults and click on “Next”.

Step 5 – Testing the thin client.

- Open Internet Explorer and point it to <http://127.0.0.1/thinclient>
- Attempt to log in
- If you are able to log in and see the CheckPoint interface, you have successfully installed the CheckPoint Thin Client and the step-by-step tutorial ends here.
- If you are not able to log in and see, behind the CheckPoint splash image, an error message stating “An error occurred on the server when processing the URL. Please contact the system administrator. If you are the system administrator please click here to find out more about this error.”, then proceed to step 6.



Figure 3– Error message behind CheckPoint splash image upon login attempt.

Step 6 – Configuring IIS to work with 32 bit applications.

- Click on “Start” → “Control Panel” → “Administrative Tools”
- Double-click on “Internet Information Services (IIS) Manager.”
- Under “Connections”, click on the “+” sign to turn it into a “-“ sign
- Click on “Application Pools”.
- Single-click on “DefaultAppPool” to highlight it.
- On the right hand side, click on “Advanced Settings”.
- Change “Enable 32-Bit Applications” from “False” to “True”.
- Click on “Ok”.

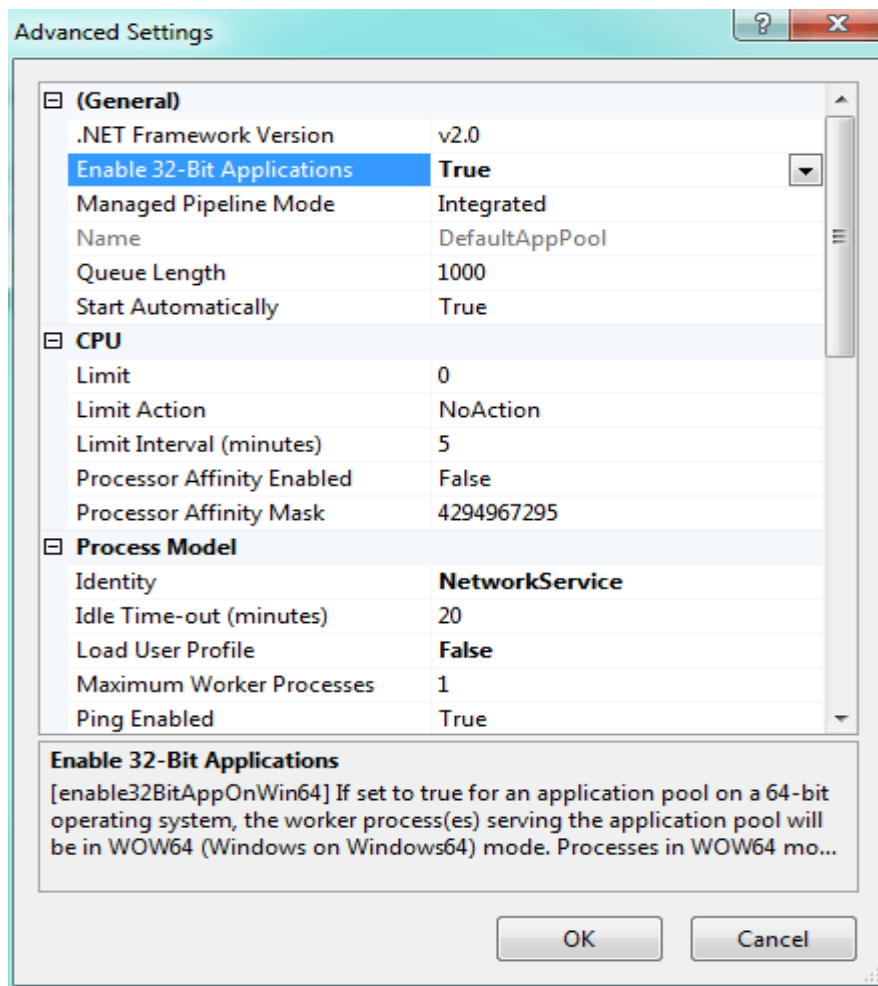


Figure 4– Change “Enable 32-Bit Applications” from “False” to “True”.

Step 7 – Testing the thin client.

- Open Internet Explorer and point it to <http://127.0.0.1/thinclient>
- If you are able to log in and see the CheckPoint interface, then you have successfully installed the CheckPoint Thin Client.

Step 8 – Contacting TempSys for further assistance

- If the Basic Resolution Steps have not successfully corrected the NSC condition, please contact CheckPoint Customer Support for further assistance:
- Customer Support Portal: <http://checkpoint.kayako.com> – Submit a ticket
- E-Mail: Send an e-mail message to support@tempsys.net and include the following information:
- Your name and contact information (phone and e-mail address)
- Name of your organization
- Description of the problem
- Best time to reach you
- Phone: Call our Support Center Dispatching Center at (510) 526-7624