

COMPULINK advantage™

Thin Clients, Wireless Computers,
Macs and Mobile Devices



Sales: 800.456.4522 | Support: 805.716.8677

© 2019 Compulink Healthcare Solutions All rights reserved.

Contents

PREFACE	2
PREREQUISITES	3
WINDOWS SERVER AND TERMINAL SERVICES	3
WINDOWS 8/7/VISTA/XP AND TERMINAL SERVICES.....	3
REMOTE DESKTOP CONNECTION APPLICATION (WINDOWS).....	3
REMOTE DESKTOP OPTIONS	5
OPTIONS: General	5
OPTIONS: Display	5
OPTIONS: Local Resources.....	5
OPTIONS: Programs	6
OPTIONS: Experience	6
OPTIONS: Advanced	6
REMOTE SESSION'S ENVIRONMENT.....	7
REMOTE DESKTOP CLIENT (MAC OS, iOS and Android)	7
MAC OS (WIRED OR WIRELESS)	7
iPAD (iOS).....	7
ANDROID DEVICE	7

Thin Clients, Wireless Computers, Tablets and iPads

PREFACE

Devices which do not run a Windows operating system or are connected wirelessly to your local network, can use Compulink Advantage software by utilizing **Remote Desktop Protocol (RDP)**. RDP, developed by Microsoft, provides a user with a graphical interface to another computer running Compulink software that has a stable wired connection. Devices which should be using Remote Desktop are **Thin Clients, Macs, Wireless computers and mobile devices** (Tablets iPads and Smartphones),

Devices with a Windows operating system, running Compulink software, require uninterrupted access to the database on the host server. Due to the nature of wireless connectivity, wireless networks often experience interruptions and disconnections. These interruptions, if minimal, may not be noticeable while browsing the web, for example. However, Compulink software may lose its connection to the data source and receive an “Access Violation” if the connection to the database is interrupted, even for a millisecond. This behavior is by design and it is set to protect the databases from corruption. For this reason, direct wireless connections via network paths to the databases is not recommended.

For accessing Compulink software on a wireless device, the use of **Remote Desktop** and connecting the user to a remote hard-wired computer is **required**. In this environment, even if the connection is lost, the Remote Desktop session is not affected. Reconnecting to the Remote session will find the software (and any other programs) uninterrupted since the wired terminal will retain a constant connection to the data source.

Some Compulink clients have opted to strengthen their wireless networks to minimal interruptions and run the software directly from a wireless connection. Clients understand this is done **at their own risk**, and any access errors (Access Violation) would require them to End Task and re-launch the software. Any data manually entered on the screen at the time of disconnection may not have been saved to the database and will need to be re-entered. Database corruption is not likely due to the database management application, which controls all the connections, but it is possible.

Compulink Customer Care does not support or troubleshoot wireless networks. Compulink’s IT Support may provide limited assistance for Remote Desktop issues with Compulink software once the wireless network, connections, hardware configurations, login profiles, rights and credentials are setup by your IT Administrator.

REMOTE DESKTOP OPTIONS:

There are basically three options for using Remote Desktop on a wireless station.

- Log into a Windows Server (e.g. Windows 2008, 2012) with Terminal Server role installed*
- Log into a hard-wired windows workstation (e.g. Windows 7, 8, 10 Pro.) no one else is using
- Log into a hard-wired windows workstation with multiple user RDP enabled (requires third party software such as [Thinstuff XP/VS](#))

***Citrix** and **RemoteApp** may be implemented by your professional IT Administrator.

This document outlines basic setup instructions for configuring and using Remote Desktop to launch Compulink software in a Terminal Server environment.

PREREQUISITES

WINDOWS SERVER AND TERMINAL SERVICES

Microsoft Servers must have the **Terminal Server/Remote Desktop Role** installed. Microsoft Terminal Server Licensing and permissions must be setup by your Network Administrator.

If on a Domain, your Network Administrator will create user profiles in the Active Directory with membership in the Remote Desktop Users group. Those users will be allowed to log into the server remotely with their own Desktop environment.

If not on a domain, the user will be added to the Local users on the Terminal Server.



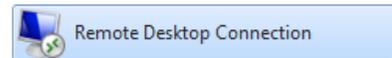
Note: Windows Small Business Server Essentials will only allow Remote Access for two Administrator accounts. In smaller office where security is not a concern, users can use the remote administration mode, which allows users to log into the Windows server with two accounts with administrative privileges. If you have more than one Wireless Device, and the user should not have Administrative rights on your server, you will need third party software, such as [Thinstuff XP/VS Standard](#) to enable remote access from standard users.

WINDOWS 10/8/7/VISTA AND TERMINAL SERVICES

Windows workstations can be accessed remotely, if Remote access is enabled. However, when a Remote user logs into the station, the local user will be logged/locked out. In order for the local user to remain unaffected when a Remote User logs in, the use of third party software such as [Thinstuff XP/VS Lite](#) is necessary. All users will need a profile created in the User Accounts in the Control Panel.

REMOTE DESKTOP CONNECTION APPLICATION (WINDOWS)

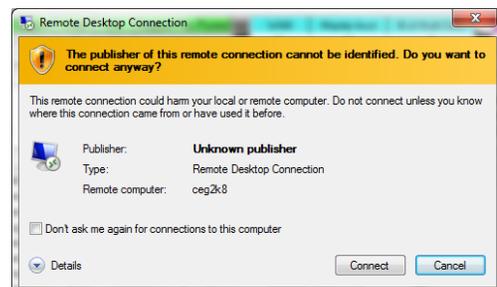
Open the Remote Desktop Connection application. Depending on your operating system, the Remote Desktop icon can be found in the Start > All Programs (or Programs) > Accessories folder. On some older XP versions it may be in the Accessories > Communications folder.



If your computer does not have the Remote Desktop Connection application, or if you have an older version of Remote Desktop you may download the latest from Microsoft.

First, obtain your server's name or IP address and your login credentials from your Network Administrator. Open the Remote Desktop Connection application.

If you get a message warning that "The publisher of the remote connection cannot be verified either click Connect or check the "Don't ask me again..." box to avoid this screen in the future. Then click Connect.



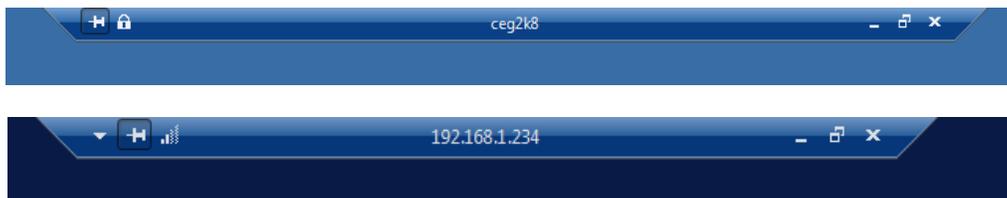
Enter your Server's name or IP address. Then click on Connect.

Your Network Administrator may have configured your login credentials to automatically connect and log in to the server. If not, you will see a login screen. Enter your username and password and click OK. If you wish to save those credentials for automatically logging in in the future, check the Remember my credentials check box. Click OK.

Note: Compulink does not recommend saving credential due to security.



Once you are logged in, you are now accessing a Desktop on the server. You will see either a blue or yellow bar across the top of your screen with either the Server Name or IP address indicating you are now accessing this computer remotely. (in the examples below, ceg2k8 is the server name whereas 192.168.1.234 is the same server's IP address).



You may minimize this screen and access your own station's desktop at any time without logging of the server. Clicking the X on the upper right hand will disconnect your Remote Session, but will not log you off of the server. If you reconnect, you will see your programs running on the server where you left off. You may Reconnect to the same session you left, from any computer with a Remote Desktop application. If you do not plan to return to your session in a short time, it is recommended that you exit all software and log off the server.

Once you are logged into the remote station/server, you will access Compulink software similar to a regular workstation setup. It will require a UNC path shortcut to your product's executable file (Your Network Administrator or Compulink IT support can assist with setting up your Remote session's desktop to access the software).

REMOTE DESKTOP OPTIONS

The Remote Desktop Connection application has options which can be customized. To access these options, open the Remote Desktop Connection Application and click on Options.



OPTIONS: General

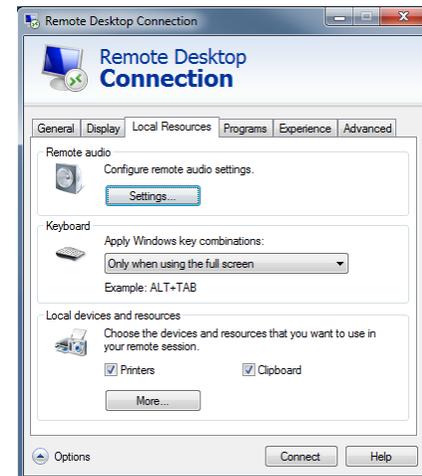
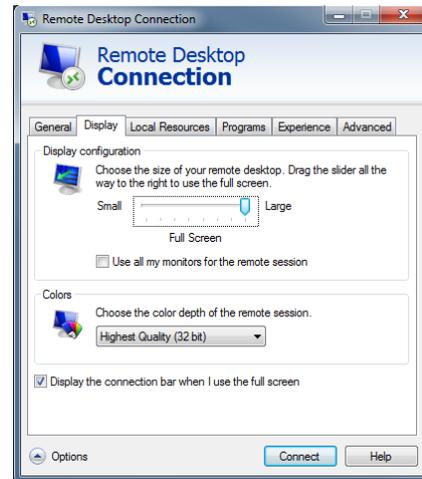
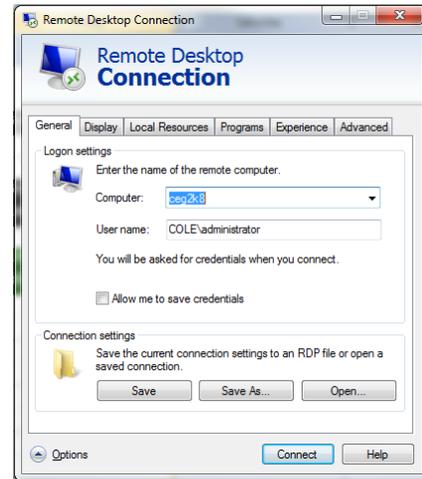
- In the Computer field, enter the Server's name or IP address
- In the User name field, enter the User name you want to use to log into the server
- Checking the **Allow me to save credentials** box will remember your username and password
- You may **Save** or **Save As...** and save this RDP configuration
- **Open** will ask you to locate a saved configuration file

OPTIONS: Display

- You may determine how the Remote session screen appears in the **Display configuration** slider we recommend Full Large for running Compulink software on the server
- If you have multiple monitors, you can check the **Use all my monitors for the remote session** this is only helpful if you do all your work on the server and need all your monitors
- The **Colors** dropdown list allows you to change your color depth options
- Checking the **Display the connection bar...** box will show the blue or yellow with the server information

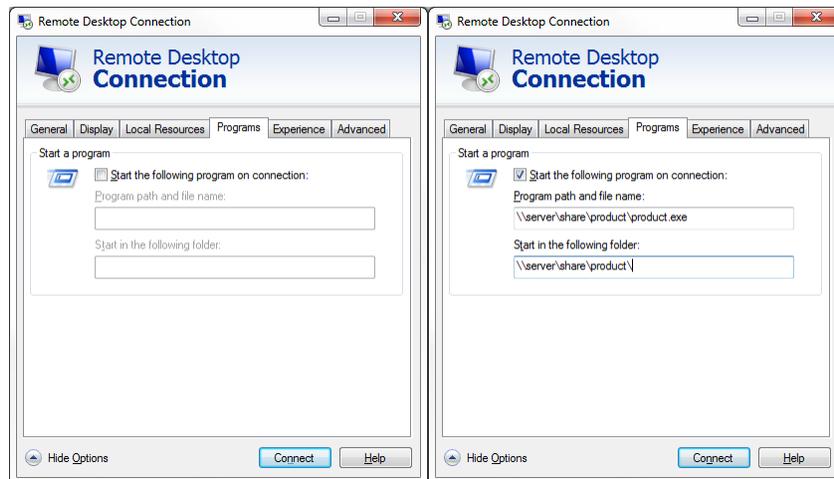
OPTIONS: Local Resources

- The **Remote audio Settings** determines how Audio will be played
- The **Keyboard** dropdown list determines which Windows key combinations should apply
- The **Local devices and resources** checkboxes makes printers and clipboard available in RDP Compulink recommends checking both options to enable printing and copying and pasting.



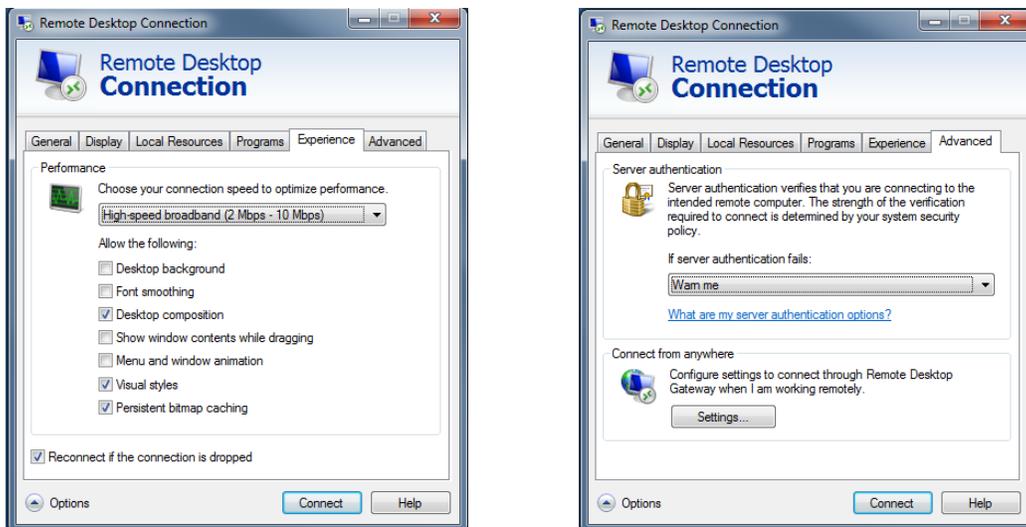
OPTIONS: Programs

- Leaving this section blank gives the user full access to the Remote session's Desktop.
- Checking the box and entering the path of the software will ONLY launch the program specified and log you off the server when the program is exited properly.



OPTIONS: Experience

- Choose your connection speed based on your office's Internet speed (check with your Administrator)
- After choosing the speed, the checkboxes will automatically update based on previous selection
- Checking the **Reconnect if...** box will automatically reconnect the session if the connection is dropped



OPTIONS: Advanced (see above right)

- The **Server Authentication** drop down determines what action takes place if authentication fails
- The **Connect from anywhere's Settings** can be customized (Advanced Network Administrator only)

REMOTE SESSION'S ENVIRONMENT

Once you are logged into the Remote session, you would configure this environment similar to a Local Area Network station's setup.

- Create a shortcut utilizing the UNC's path to your product's exe file
- Allow the program to go through the Firewall and add security exceptions
- Add any applicable Environment Variables to the User Variables ONLY

For further information on configuration and licensing, review the following documents:

[Compulink's Configuration Guide](#)

[Licensing and Troubleshooting Guide](#)

[TerminalWorks TS SCAN](#) (For Remote Desktop scanning)

REMOTE DESKTOP CLIENT (MAC OS, iOS and Android)

MAC OS (WIRED OR WIRELESS)

Whether your MAC is wired or wireless, you will need Microsoft Remote Desktop client from the MAC App store.

Some advanced RDP features, like third party scanner redirection, may not be available in this environment, but printer redirection is available. For printer and connections issues, contact your Network Administrator.

iPAD (iOS)

Install the **Microsoft Remote Desktop** App from the App store.



ANDROID DEVICE

Install the **Microsoft Remote Desktop** App from the Google Play.

MAC AND MOBILE ACCESS – iOS and Android

Advantage clients will be able to access their product with MAC OS, iOS and Android by downloading the **Microsoft Remote Desktop** Application from the App store for iOS or Android Google Play.

NOTE: Advantage software runs only on Windows operating systems. **Microsoft Remote Desktop** app will allow our clients to access Compulink Advantage via a Remote Desktop session hosted on Microsoft Windows OS. Small portable devices used by mobile users are generally ideal for viewing information. Compulink does not recommend using small mobile devices as desktop replacement or data entry for power users. Proprietary solutions such as voice recognition, scanning, camera for patient picture and printing are not supported on mobile devices with operating systems other than Microsoft Windows.