



**Thinstuff TSX Scan  
User Manual**

**Version 1.0.1**

**[www.thinstuff.com](http://www.thinstuff.com)**

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## **1 Introduction**

### **1.1 General description**

With TSX Scan any TWAIN or WIA enabled application on the server can directly scan from any client attached scanner over the Remote Desktop Protocol (RDP)

TSX Scan can be used in 2 ways :

- As add-on to XP/VS Server
- As add-on to Microsoft Terminal Services / Remote Desktop Services or virtual desktops

## **2 Server requirements**

On the server you don't have to install any TWAIN drivers

If you are using Windows Server 2008/2008 R2 as operating system you have to install the "Desktop Experience" feature to install the TWAIN\_32 subsystem which is needed by TSX Scan Server.

*How do I install the Desktop Experience feature on Windows Server 2008/2008 R2?*

### **2.1 Supported operating systems**

Following 32bit (x86) and 64bit (x64) server operating systems are supported:

- Windows XP
- Windows Vista
- Windows 7
- Windows Server 2003
- Windows Server 2008
- Windows Server 2008 R2

## **3 Client requirements**

On the client you have to install the TWAIN drivers for your scanner.

So before you install TSX Scan we would recommend that you first test with any TWAIN capable application on your client computer if you can successfully scan with the installed TWAIN driver of your scanner.

### **3.1 Supported operating systems**

Following 32bit (x86) and 64bit (x64) client operating systems are supported:

- Windows XP
  - Windows Vista
  - Windows 7
  - Windows Server 2003
  - Windows Server 2008
  - Windows Server 2008 R2
-

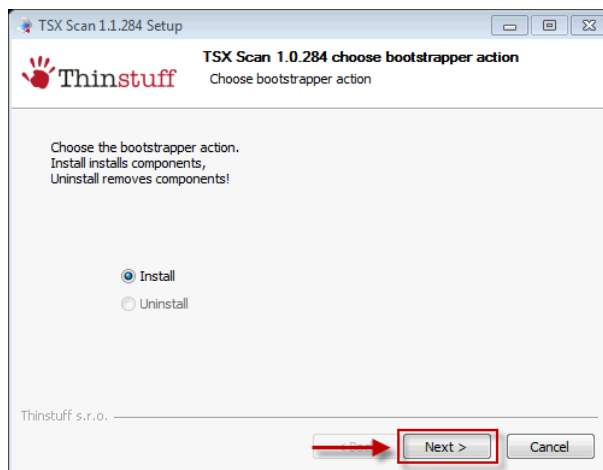
## 4 Software installation and maintenance

### 4.1 Installation

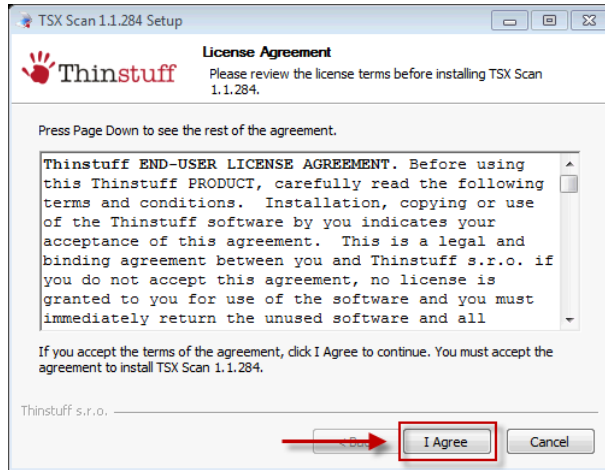
1. Please download the XP/VS Server installation package from <http://www.thinstuff.com/releases/ThinstuffTsxScan-latest.exe> and execute the installation file.
2. Welcome Dialogue. Select Next.



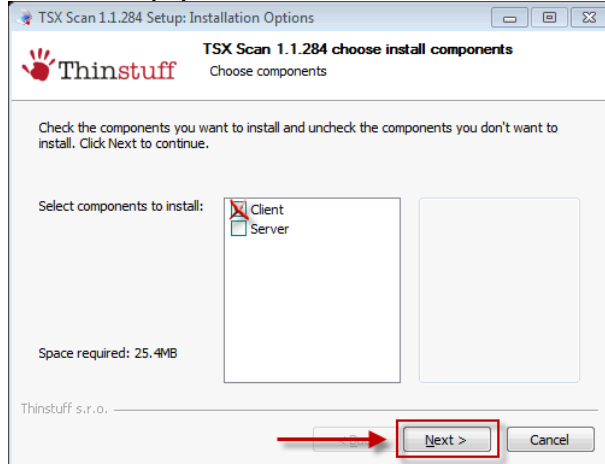
3. Press "Next".



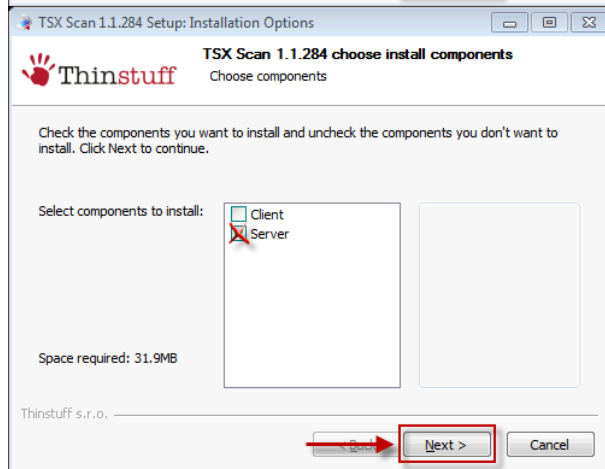
4. This screen shows the "End-user License Agreement". Select "I agree" to continue.



5. In this step you have to choose which component you want to install :

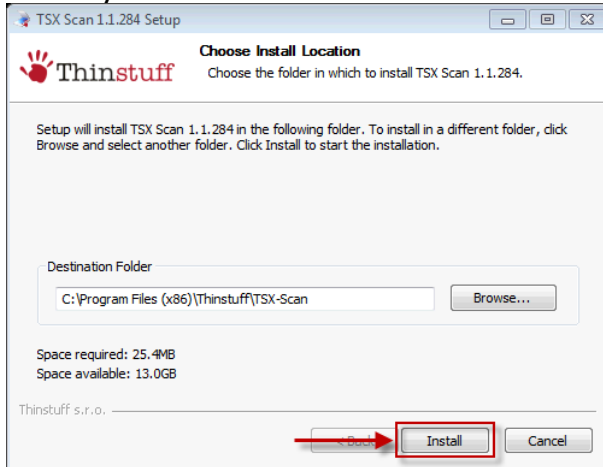


- a. Select "**Client**" to install the client part of TSX Scan on the Client computer.

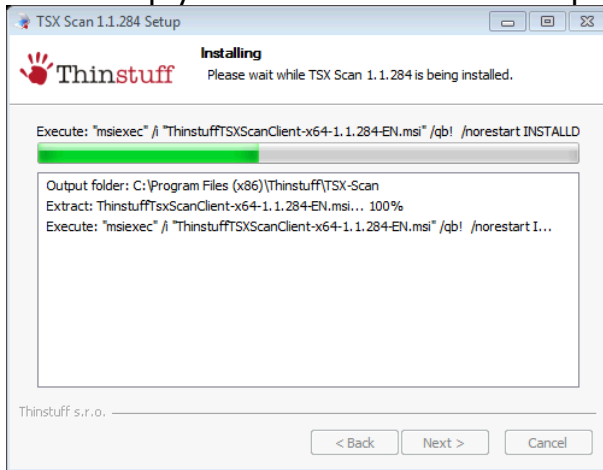


- b. Select "**Server**" if you want to install the TSX Server part on the server computer.

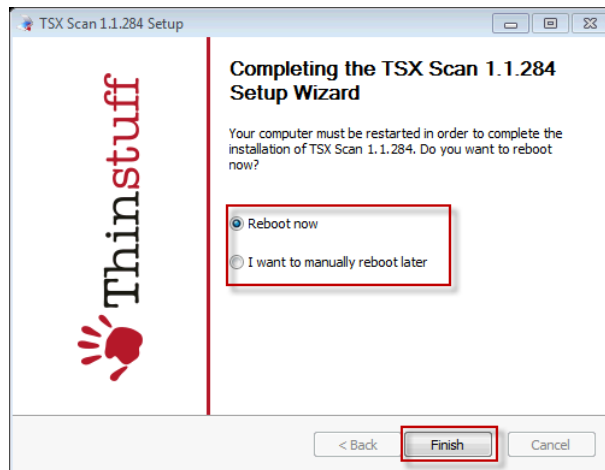
**6. Select your destination folder and select "Install".**



**7. In this step you can see the installation progress:**



**8. In the last step choose the button „Finish“.To complete the installation process you have to reboot your computer. Click 'Yes' if you want to restart now or 'No' if you plan to manually restart later.**



## 4.2 Update

If you want to update your XP/VS Server installation you can download the latest version here: <http://www.thinstuff.com/releases/ThinstuffTsxScan-latest.exe>.

The installer will automatically uninstall the old version and install the new version.

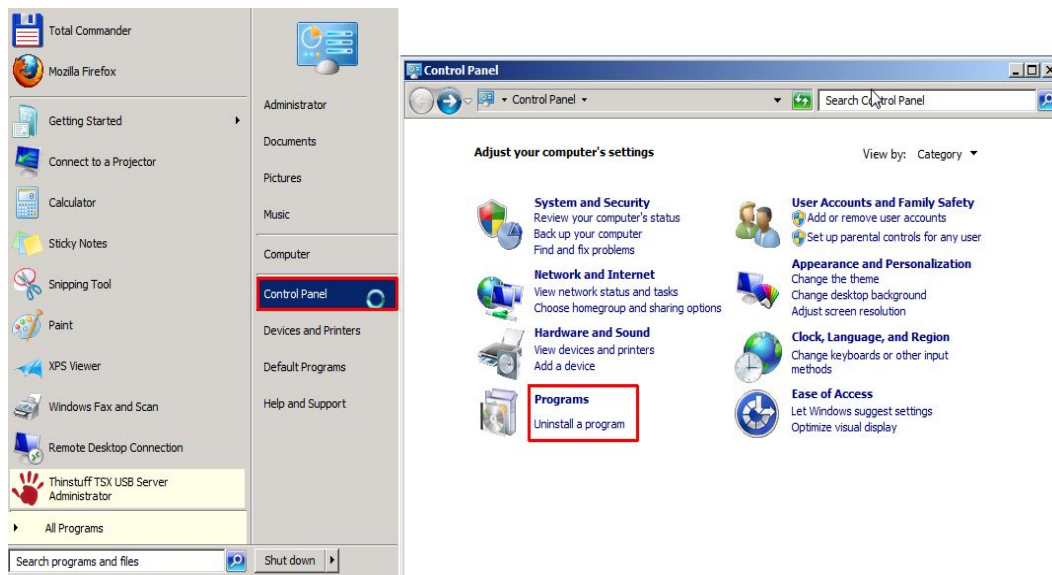
However, your TSX Scan licenses and settings will be preserved so you do not have to worry about losing them during the update process!

You will find more informations about installation in chapter **4.1 Installation**.

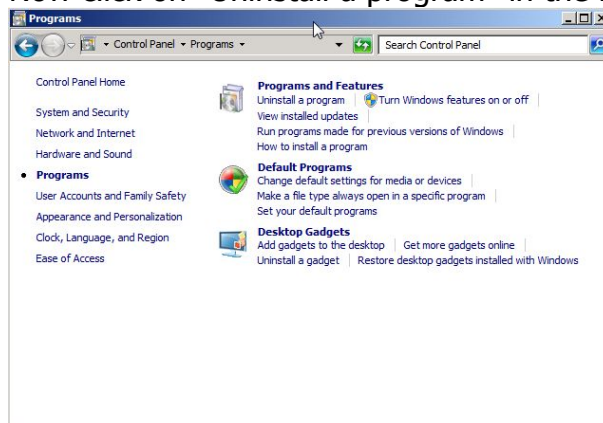
## 4.3 Deinstallation

If you want to uninstall TSX Scan, please do the following:

1. Click on the Start-Button, open the "Control Panel" and click "Programs"



2. Now click on "Uninstall a program" in the menu "Programs and Features"

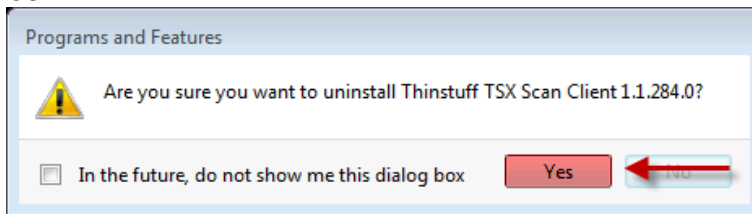




3. Select the part of TSX Scan which you want do remove and click "Uninstall".

Organize ▾ Uninstall Change Repair				
Name	Publisher	Installed On	Size	Version
Java(TM) 6 Update 22	Oracle	22.10.2010	94,9 MB	6.0.220
Microsoft .NET Framework 4 Client Profile	Microsoft Corporation	24.06.2010	38,8 MB	4.0.30319
Mozilla Firefox (3.5.5)	Mozilla	18.11.2010		3.5.5 (en-US)
Snagit 10	TechSmith Corporation	18.11.2010	67,6 MB	10.0.0
Thinstuff TSX Scan Client 1.1.284.0	Thinstuff s.r.o	18.11.2010	26,2 MB	1.1.284.0
Total Commander (Remove or Repair)	Ghisler Software GmbH	18.11.2010		7.50a

4. To complete the uninstalling process click "Yes" in the following dialogue box.



## 5 Licensing

### 5.1 General

TSX Scan can be used in 2 ways :

- As add-on to XP/VS Server
- As add-on to Microsoft Terminal Services / Remote Desktop Services or virtual desktops

In both ways you have to license it separately (also if you are using any version of XP/VS Server)

### 5.2 TSX Scan demo licenses

TSX Scan licenses are usually valid for 14 days after installation and may only be used for demo and testing purposes.

The TSX Scan installer comes with a built-in 14-day demo license.

If you register for a Thinstuff account at:

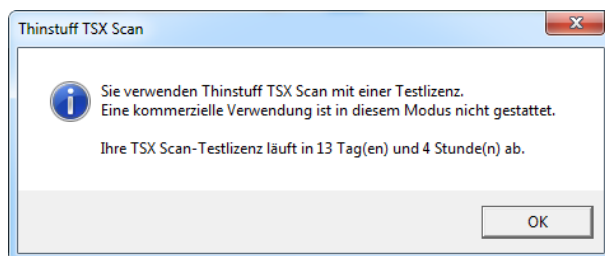
<https://www.thinstuff.com/licensing/index.php?action=register>

or if you already own a Thinstuff account you can create one more 14-day demo license to extend your demo period.

TSX Scan demo licenses can be used on multiple computers at the same time.

Activation of demo licenses is not necessary and also not possible.

TSX Scan Demo licenses offer exactly the same features as full licenses except that you will receive the following demo message after each logon.



### 5.3 TSX Scan full licenses

Full (bought) TSX Scan licenses have to be activated within 14 days after installation. For details about activation please see

After activation full TSX Scan licenses can not be moved to another computer unless they are released for reactivation by Thinstuff.

To request Thinstuff to release your TSX Scan license for reactivation please send an email to [tsxscansupport@thinstuff.com](mailto:tsxscansupport@thinstuff.com) with the license ID and the reason for reactivation.

Full TSX Scan licenses are owned by a certain Thinstuff webshop account and can not be moved to another account.

## 5.4 Registration

As registered user you have several possibilities in your "Thinstuff Account":

- to redeem "Thinstuff-Coupons" and transfer them into valid "Thinstuff TSX Scan Server-Licenses" (full version), activate and download.
- to manage and activate licenses
- to create once a 14-days trial license for "Thinstuff TSX Scan"

To register, please proceed with the following:

1.) Open your web browser and got to:

<https://www.thinstuff.com/licensing/index.php?action=login>

2.) Now click on "Create new account":

### Thinstuff License Tool and Online Shop

#### Login or create an account

A Thinstuff license management account is necessary for getting evaluation licenses for Thinstuff products and for managing bought licenses.

Are you already registered in the license management?

<b>Existing User</b> I already have a Thinstuff license management account: <input type="text"/> <input type="password"/> <input type="button" value="Login"/> I forgot my password, <a href="#">please send me a new one</a>	<b>New User</b> I want to register at Thinstuff license management: → <a href="#">Create a new account!</a>
--	---

Thinstuff License Tool and Online Shop  
Copyright (C) 2006-2007, Thinstuff s.r.o.  
[www.thinstuff.com](http://www.thinstuff.com) | [Terms & Conditions](#)

- 3.)** Select whether you want to register as a company or as a private person. As a precaution you may change this selection in the next step. You will be redirected automatically to the next registration step.

## Thinstuff License Tool and Online Shop

---

### Sign Up for a Thinstuff License Management Account

Please complete this form to gain access to trial licenses, downloads, product information and many other resources.

An email with your password will be sent to your email address.

**Start by selecting your account type:**

Company	*	Account type
---------	---	--------------

All fields with \* are mandatory

[Return to the login page](#)

- 4.)** To create a valid “Thinstuff Account” please fill the mandatory fields, marked with “\*” and select “Sign Up”.

### Sign Up for a Thinstuff License Management Account

Please complete this form to gain access to trial licenses, downloads, product information and many other resources.

An email with your password will be sent to your email address.

Company	*	Account type
office@company.com	*	Email address
Company AG	*	Company name
Mr	*	Title
Max	*	First name
Mustermann	*	Last name
Germany	*	Country
		Telephone number
<b>Address data (optional)</b>		
<a href="#">Add address data now!</a>		

All fields with \* are mandatory

I agree to the [Thinstuff Terms and Conditions \(in a new window\)](#)

- 5.)** Now you have successfully created your “Thinstuff Account”, and within a short time you will receive an email with your password.
- 6.)** Now you can sign in your “Thinstuff Account” with your user-name and password.

## 5.5 Coupons

A "Thinstuff Shop Coupon" is a voucher code with which you can redeem licenses for Thinstuff Products in your "Thinstuff Account".

"Thinstuff Shop Coupons" consist of 24 digits (6 blocks of 4 digits separated with hyphens) e.g. „6220-0540-6299-4397-2460-9030“

First of all the coupon must be converted into a valid license!

If you purchase in our web-shop directly as an end-customer, usually you will receive always y license-ID an no coupon.

If your TSX Scan License has been purchased trough a Thinstuff partner, you will receive a "Coupon".

You will find your purchased license files in your Thinstuff Account, right beside the relating shop-product.

### 5.5.1 Redeem Coupon

You can redeem your coupon directly during the activation and convert it into a valid license, please proceed as described in chapter "5.6 Activation".

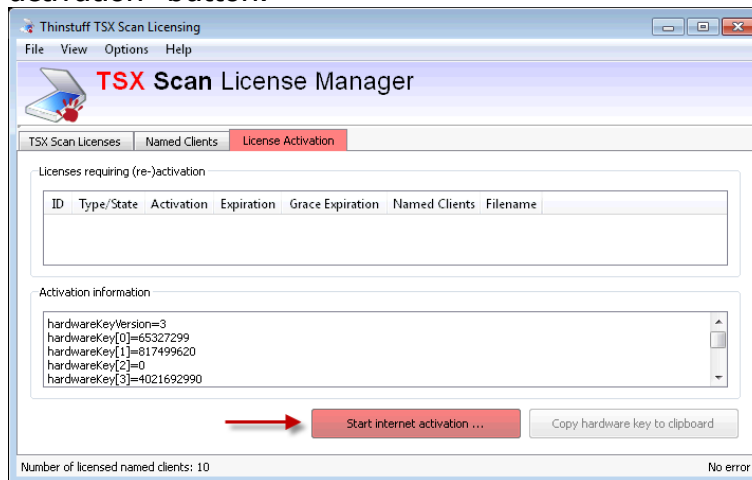
## 5.6 Activation

### 5.6.1 General

### 5.6.2 Online Activation

#### 1. Start activation

*fig.1* Open the TSX Scan licensing program on the your server machine and click on the “License Activation tab” and then on the “Start internet activation” button.



#### 2. Log into your “Thinstuff Account”. Further information concerning registration you will find in chapter 5.4 Registration.

*fig.1* Your web browser will be opened and you have to login with your user name and your password.

##### Login or create an account

A Thinstuff license management account is necessary for getting evaluation licenses for Thinstuff products and for managing bought licenses.  
Are you already registered in the license management?

<p><b>Existing User</b></p> <p>I already have a Thinstuff license management account:</p> <p>office@company.com E-Mail Address</p> <p>..... Password</p> <p><input type="button" value="Login"/></p> <p>I forgot my password, <a href="#">please send me a new one</a></p>	<p><b>New User</b></p> <p>I want to register at Thinstuff license management:</p> <p><a href="#">Create a new account!</a></p>
--	--

### 3a. If you have bought a license directly in our webshop

*fig.1* You have to select “activate” next to your license. After that click on “Activate/download selected license”



### 3b. (Optional) If you have redeemed a coupon from a Thinstuff Partner

*fig.1* Enter your coupon-code and click on „Convert this Coupon!“.



*fig.2* Your coupon will be converted into a valid license. You have to select “activate” and afterwards click on “Activate/download selected license”.



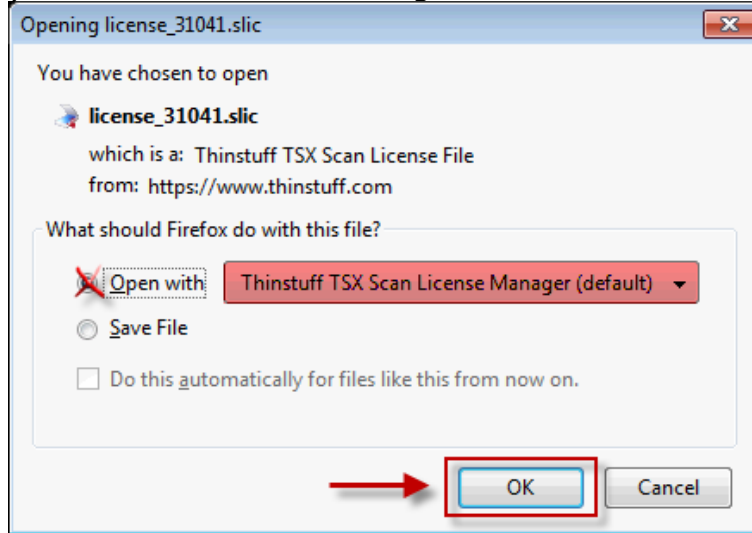
### 4. Download activated license

*fig.1* Click now on the newly activated license below the item “Activated licenses”.



## 5. Import the license

*fig.1* In the following dialogue please select „Open“ with: Thinstuff TSX Scan License Manager and the license will be imported automatically into your TSX Scan License Manager.



## 6. Activation completed

*fig.1* As shown in the window, the license appears now as valid in your TSX Scan License Manager.

ID	Type/State	Activation	Expiration	Grace Expiration	Named Clients	Filename
31041	Full (Valid)	Successful	--	--	1	C:\ProgramData\Thinstuff\TSX-Scan\license_...

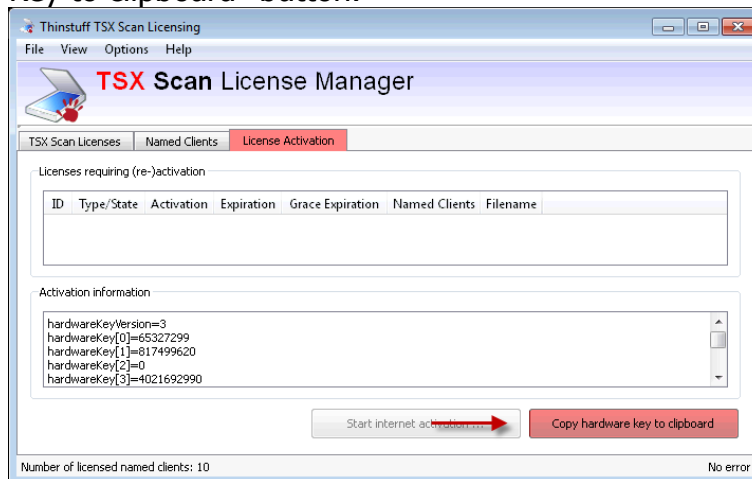


### 5.6.3 Offline Activation

You also have the possibility of an offline-activation by copying the activation information from your computer without internet access to one with internet access.

- 1. On your computer without internet access, where you have installed TSX Scan Server**

*fig. 1* Open the TSX Scan License Manager on the your server machine and click on the "License Activation tab" and then on the "Copy hardware key to clipboard" button.

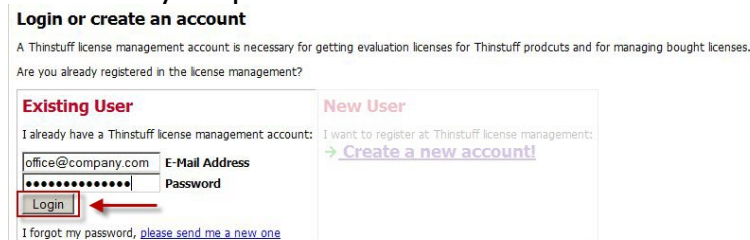


- 2. Paste the text into a text editor (e.g. Notepad), save it locally (e.g. xxx-hwkey.txt) and copy this text file to your computer with internet access.**

- 3. On your computer with internet access:**

*fig. 1* Log into your "Thinstuff Account". Further information concerning registration you will find in chapter 5.4 Registration.

Your web browser will be opened and you have to login with your user name and your password.



#### 4a. If you have bought a license directly in our webshop

fig. 1 Switch into your account to “Overview” and click on “Activate” next to your favoured license.

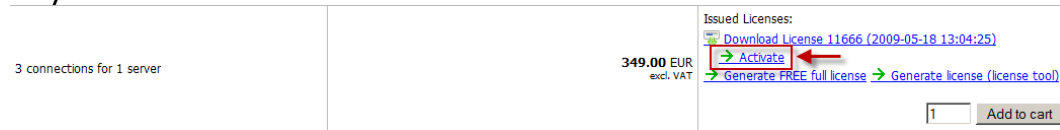


fig. 2 Please select your text file, which you have created previously based on the activation-information.

**Activate License:**

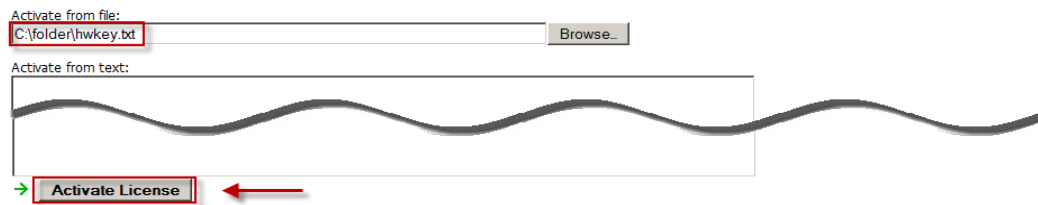
To activate the license please either upload the hardware key file or copy and paste the hardware key contents of the system where you have installed our product.



fig. 3 Now click on „Activate license”.

**Activate License:**

To activate the license please either upload the hardware key file or copy and paste the hardware key contents of the system where you have installed our product.



#### 4b. (Optional) If you have redeemed a coupon from a Thinstuff Partner

fig.1 If you have successfully logged into your Thinstuff Account, select “Add/Manage Coupon” on the very right pane of the product overview.

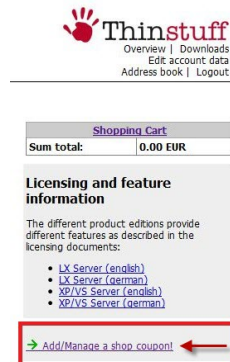


fig. 2 Enter your coupon-number and click on "Add this coupon"



fig. 3 Now you have to confirm the transformation of the coupon into the license. By doing this your coupon isn't valid anymore and you'll get a full valid license instead of it.

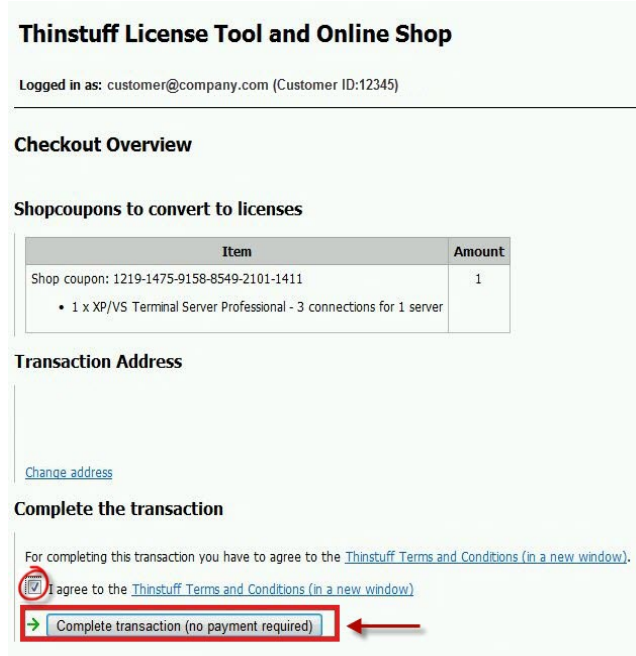
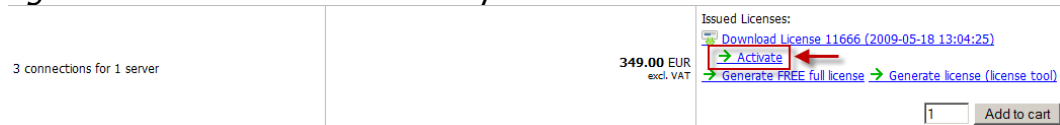


fig. 4 The transaction was successful. Please click on „Continue to your account overview..“.



fig. 5 Click on "Activate" next to your favoured license.



*fig. 6* Please select your text file, which you have created previously based on the activation-information.

**Activate License:**

To activate the license please either upload the hardware key file or copy and paste the hardware key contents of the system where you have installed our product.

Activate from file:

*fig. 7* Now click on „Activate license“.

**Activate License:**

To activate the license please either upload the hardware key file or copy and paste the hardware key contents of the system where you have installed our product.

Activate from file:

Activate from text:

## 5. Download activated license

*fig. 1* Click now on the newly activated license below the item “License file to download an re-import”.

**Thinstuff License Tool and Online Shop**

Logged in as: customer@company.com (Customer ID:12345)

license already activated

The following license has successfully been activated. **To use it you have to re-download and then re-import it!**

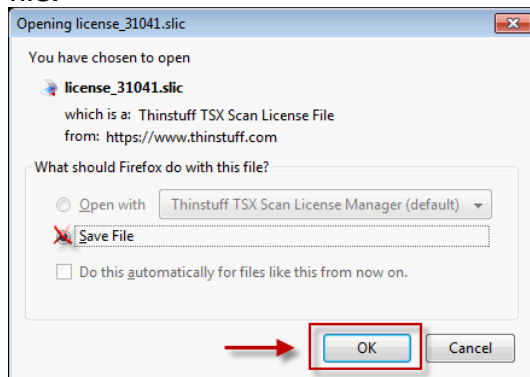
<b>ID</b>	<b>29131</b>
Product	XP/VS Terminal Server Professional - 3 connections for 1 server
Owner	customer@company.com
Issued	2010-09-30 17:21:35.171233
Activated	yes
Valid	yes

**License file to download and re-import**

- License 29131 (license\_29131.lic)

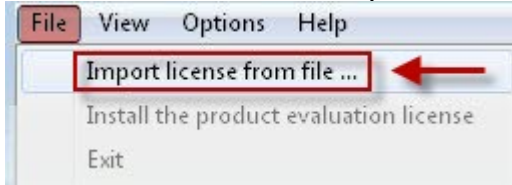
[Return to the license overview](#)

*fig. 2* In the following dialogue please select „Save“ to save the license file.

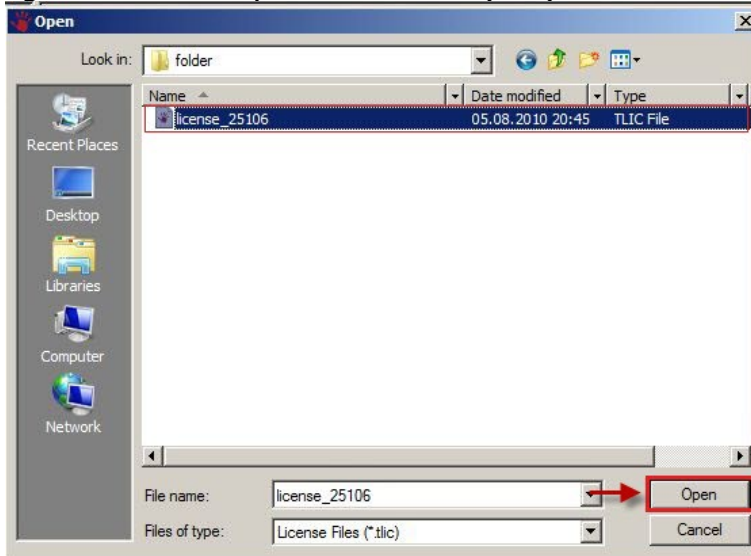


6. Copy the license file (license\_XXXXX.slic) on that computer, where you have installed TSX Scan Server.
7. Import the license

*fig. 1* Open the TSX Scan License Manager on the your server machine and click on the File → Import license from file in the menu bar.



*fig 2* Now select your license file (.slic) and click on „Open“.



## 8. Activation completed

*fig.1* As shown in the window, the license appears now as valid in your TSX Scan License Manager.

TSX Scan Licenses				Named Clients		License Activation	
ID	Type/State	Activation	Expiration	Grace Expiration	Named Clients	Filename	
31041	Full (Valid)	Successful	--		L	C:\ProgramData\Thinstuff\TSX-Scan\license_...	

## 5.7 Licensing on virtual machines

On virtual machines the TSX Scan license is always bound to the MAC address of the primary Windows network interface.

In following cases this can lead to problems with XP/VS licensing:

- A) If you on e.g. VMWARE try to move or copy a virtual machine and select "create new identifier" a new MAC address is created.
- B) Also changing the order of the network interfaces in Windows (if. e.g. another network interface is added - e.g. a VPN connection ...) causes the MAC address of the primary Windows network interface to change.
- C) Some visualization solutions (e.g. HyperV, Xen, etc.) will create a new MAC-address for every new Guest OS.

In all of this cases the TSX Scan license becomes invalid (invalid hardware key) To avoid this, please make sure that the MAC address of the primary Windows network interface does not change on virtual machines.

In case B) you can fix your problem by recreating the initial order of the Windows network interfaces.

In case C) can be avoided by assigning a static MAC-address.

If you use a visualization platform (e.g. VMWare, HyperV, Xen, etc.), please assign a static MAC-Address to your Virtual Guest Computers before you install TSX Scan Server.

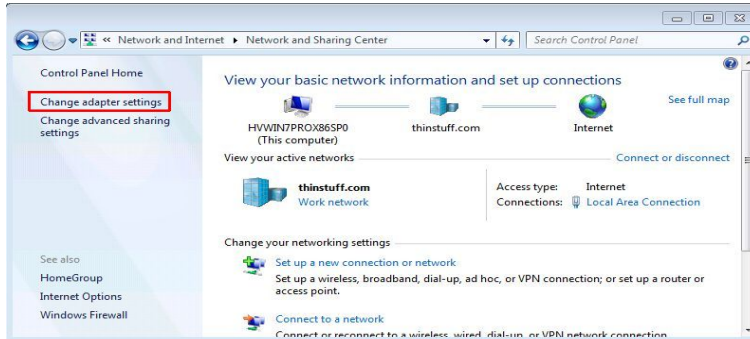
### 5.7.1 Change of the Primary Network Interface

Please follow the steps below to change your network adapter:

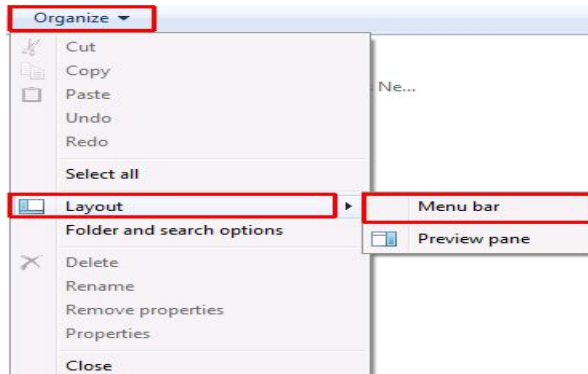
1. Go to "Start" and open "Control Panel"
2. Open in the preference window "**Network and Internet**" and click to "**Network and Sharing Center**"



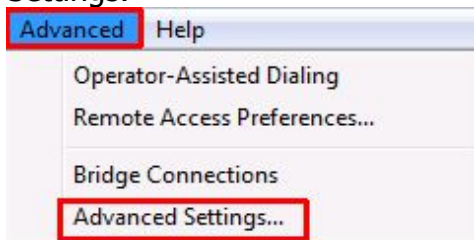
3. There you will find "**Change Adapter Settings**" next to the point that you open.



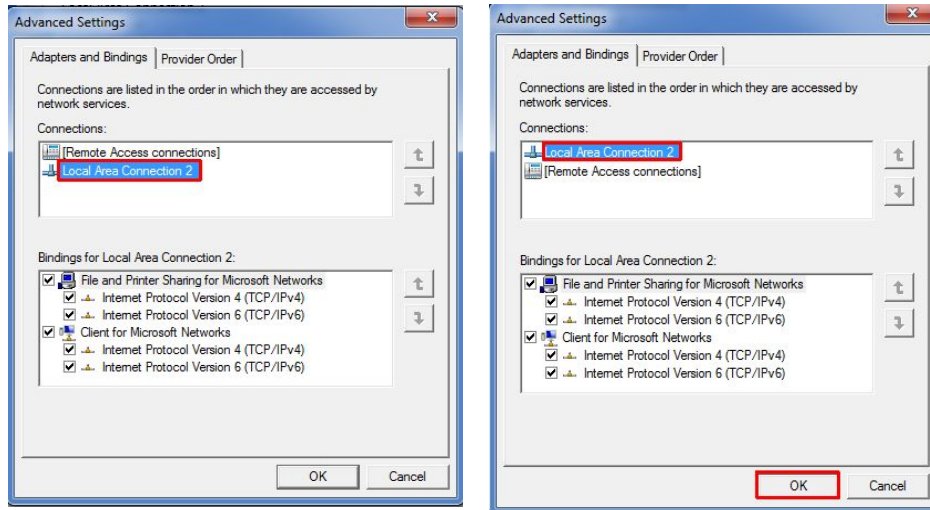
4. By default the menu bar is hidden, but it can be shown by "**Organize → Layout → Menu bar**"



5. Now please open the "Advanced Settings", click to Advanced → Advanced Settings.



6. To change the priority of a network adapter, please select the favoured adapter from and move with the arrow key on the right. Subsequent click OK.



## 5.8 Reactivation

TSX Scan licenses are bound by activation to the hardware of the respective computer. If the hardware has changed significantly on your system (replacement of motherboard or of the entire computer ...), in the TSX Scan license manager of your physical machine will be displayed the error message "Invalid hardware key."

For virtual machines, this case occurs, when the MAC-address of the primary Windows network interfaces has changed.

In such a case please contact your trader or send us an email: [tsxscansupport@thinstuff.com](mailto:tsxscansupport@thinstuff.com).

**IMPORTANT!** Please enter in the email with your customer number, license number, and the reason for the reactivation.

After approval of reactivation by Thinstuff your license can be reactivated (see 5.6 Activation).

## 5.9 Upgrade of licenses

You can upgrade your TSX Scan license at any time after purchase directly in our web-shop at <https://www.thinstuff.com/licensing/>.

Just press the "**Upgrade**" button and then follow the instructions.

The upgrade price is always the price difference + EUR 10,-- / US\$ 15 upgrade fee.



## 6 Usage of TSX Scan on server-side

The client part of TSX RemoteApp contains following programs :

- TSX Scan License manager
- TSX Scan Server Component
- TSX Scan Test

### 6.1 TSX Scan License Manager

With the TSX Scan Licensing Manager you are able to manage your TSX Scan licenses on your server machine.

The TSX Scan licensing window is divided into the following parts:

- Menu bar
- Tabs
  - TSX Scan Licenses
  - Named Clients
  - License Activation
- Status Bar

#### 5.1.1 Menu Bar

The menu bar allows to access many functions and commands of the TSX Scan Licensing Manager.

The following table provides an overview of the structure of the menu bar:

<b>File</b>	<ul style="list-style-type: none"> <li>Import license from file</li> <li>Install the product evaluation license</li> <li>Exit</li> </ul>
<b>View</b>	<ul style="list-style-type: none"> <li>Refresh</li> </ul>
<b>Options</b>	<ul style="list-style-type: none"> <li>Allow Non-Admins to launch this program</li> </ul>
<b>Help</b>	<ul style="list-style-type: none"> <li>About Thinstuff TSX Scan licensing</li> <li>Visit the Thinstuff TSX Scan Website</li> </ul>

### 6.1.1 Tabs

#### TSX Scan licenses

In this tab you are able to view e.g. general information about your licenses.

TSX Scan Licenses						
Named Clients		License Activation				
ID	Type/State	Activation	Expiration	Grace Expiration	Named Clients	Filename
4	Demo/Test (Grace)	Not available	--	02.12.2010 15:42:33	10	C:/ProgramData/Thinstuff/TSX-Scan

- ID** Every TSX Scan license has a unique license ID. Each full license is always tied to a Thinstuff Account.
- Type/State** This field shows the type of your license.
- Activation** The state of your activation will be displayed here.
- Expiration** If you haven't activated your XP/VS Full license you are running in a 14-day demo period, this period will show up here. Full successfully activated XP/VS licenses are always perpetual licenses, so they will never expire.
- GraceExpiration** If you are using a demo/trial license the expiration date will be shown here.
- Named Clients** This field shows how many instances of TSX RemoteApp you are able to run on this server.
- File name** The path of your license will be displayed here.

#### Named Clients

This tab shows you which clients are connected to your TSX Scan Server.

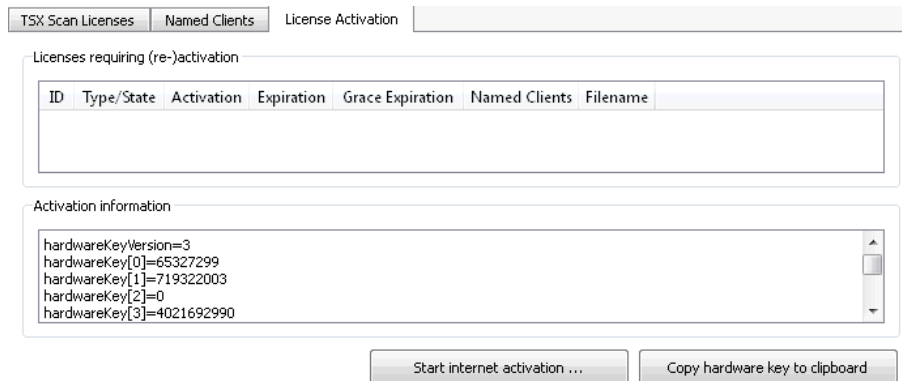
Every TSX Scan client which is connected to your server will show up here and will reserve this place automatically for the client. This reservation is as long valid until you delete it manually.

TSX Scan Licenses			
Named Clients		License Activation	
Status	Client Name	Client ID	
OK	TC1	S-1-5-21-1214830254-3886255090-999260596	

## License Activation

Non activated licenses or licenses which require a reactivation will be displayed here. Also the Activation Information/hardware key can be found here.

If you want to activate a license you just need to click on the „ Start internet activation...“ button or if you want to copy the hardware key to your clipboard press the second button.



ID	Type/State	Activation	Expiration	Grace Expiration	Named Clients	Filename
----	------------	------------	------------	------------------	---------------	----------

Activation information

```
hardwareKeyVersion=3
hardwareKey[0]=65327299
hardwareKey[1]=719322003
hardwareKey[2]=0
hardwareKey[3]=4021692990
```

Start internet activation ...    Copy hardware key to clipboard

For more details about the activation process please go to chapter 5.6 Activation.

More information how licensing of TSX Scan works can be found at chapter 5 Licensing.

## 6.2 TSX Scan Server Component

The TSX Scan Server Component gives you an overview/status information about TSX Scan in a RDP session and you will be able to change your server side configurations here. So this application is the correspond to the TSX Scan Client Configurator. The TSX Scan Server Component can only be started in a RDP session.

The TSX Scan Server Component window is divided into the following parts:

- Menu bar
- Tabs
  - Statistics
  - Logging
  - Configuration
- Status Bar

## 6.2.1 Menu bar

The following table provides an overview of the structure of the menu bar:

<b>File</b>	
Minimize	Minimize the application window
Maximize	Maximize the application window
Restore	
Quit	Exit
<b>Connection</b>	
ReConnect	ReConnect to client
<b>Help</b>	
About	About Dialogue

## 6.2.2 Tabs

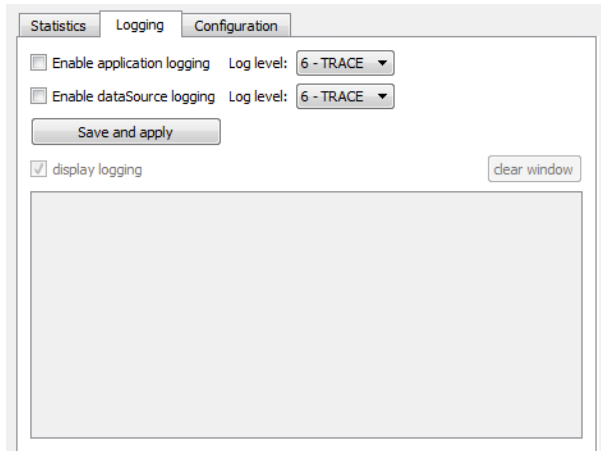
### 1. Statistics

A statistic of your current TSX Scan connection can be found here.

Statistics	Logging	Configuration
Bytes / Packets received :	196 B / 1	
Bytes / Packets sent :	198 B / 1	
Receive transfer rate / packets :	0 B/s / 0	
Sending transfer rate / packets :	0 B/s / 0	
Active connections :	0	
Total connections :	1	
<input type="button" value="reset statistics"/>		

### 2. Logging

You have also the possibility to enable the server-side logging. Depending on your log level you will get informed about errors in the logging field.



Please note if you have turned on “Logging” the size of the log file will increase quickly and it might be possible that some performance incursions occur. Usually it is only required for technical support under the guidance of your Thinstuff support engineer.

### 3. Configuration

In this tab you can change the server-side settings of TSX Scan. Please notice if you have changed your configuration you have to save your changes by clicking on the „Save settings” button!

- **Configuration override able by user**
- **Use compression**  
If you enable this checkbox compression for file transfer and memory transfer will be activated. After enabling the checkbox you can change the compression settings for transfer.

#### Compression settings for Native / File Transfer mode

Black & White picture compression CCITTFAX G4 (lossless, not adjustable)  
 Gray picture compression Lempel-Ziv-Welch (lossless, not adjustable)  
 Color picture compression (Jpeg)  72  
 good quality (big) low quality (small)

#### Compression settings for Memory Transfer mode

Compression level (Gzip), applies to all color depths  -1 (auto)

- **Suppress compression dialogue**  
If you have enabled compression a compress dialogue will appear after scanning. To hide these compression/decompress dialogues please enable this checkbox.

Configuration override able by user   
 Use compression   
 Suppress compression dialogs

Compression settings for Native / File Transfer mode

Black & White picture compression CCITT FAX G4 (lossless, not adjustable)  
 Gray picture compression Lempel-Ziv-Welch (lossless, not adjustable)  
 Color picture compression (Jpeg)  72  
good quality (big)                      low quality (small)

Compression settings for Memory Transfer mode

Compression level (Gzip), applies to all color depths  -1 (auto)

### 6.3 TSX Scan Test

With the TSX Scan Test Utility you are able to test your scanners on client-side or on remote side if they are working properly.

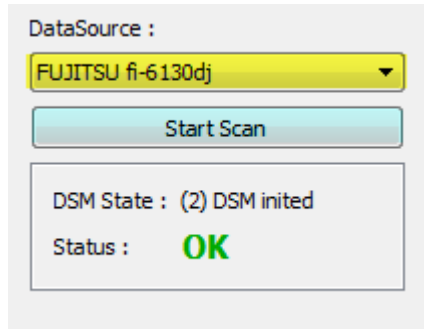
#### 6.3.1 Menubar

The following table provides an overview of the structure of the menu bar:

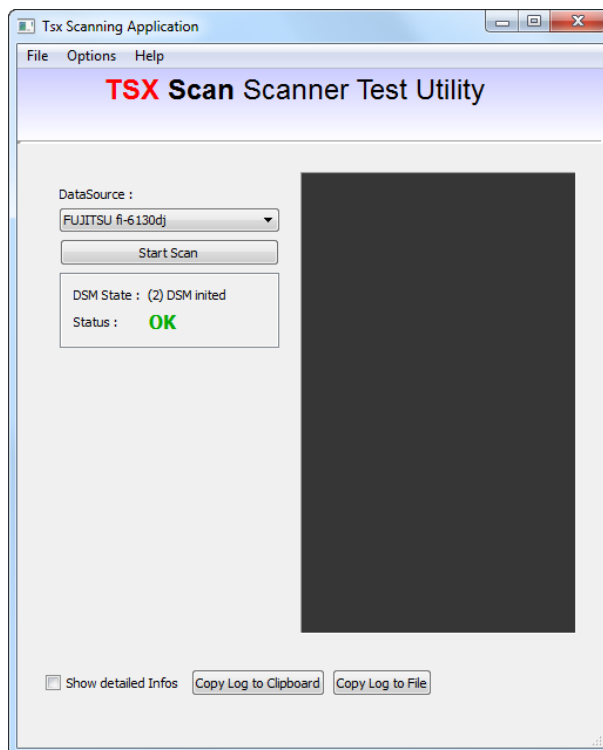
<b>File</b>	
Rescan Data Sources	Update your Scanner list
Quit	Exit Program
<b>Options</b>	
Use Twain 2.0 DSM	Test your scanner with Twain 2.0 DSM
Show User Interface	Show the user's scan dialogue
<b>Help</b>	
About	About Dialogue

### 6.3.2 How can I start a scan test?

1. To start a Scan test select your Scanner in the DataSource field and press on "Start Scan" .



2. The Scan Dialogue will be displayed now and you can start scanning. There is also the possibility to suppress the user's scan dialogue and start scanning with the standard settings directly by disabling the "Show user interface" field at 'Options' in the menu bar and then clicking on "Show User Interface".
3. After scanning the scanned document now will get displayed on the right side of the application.



## 7 Usage of TSX Scan on client-side

The client part of TSX RemoteApp contains following two programs :

- TSX Scan Client Configurator
- TSX Scan Test

### 7.1 TSX Scan Client Configurator

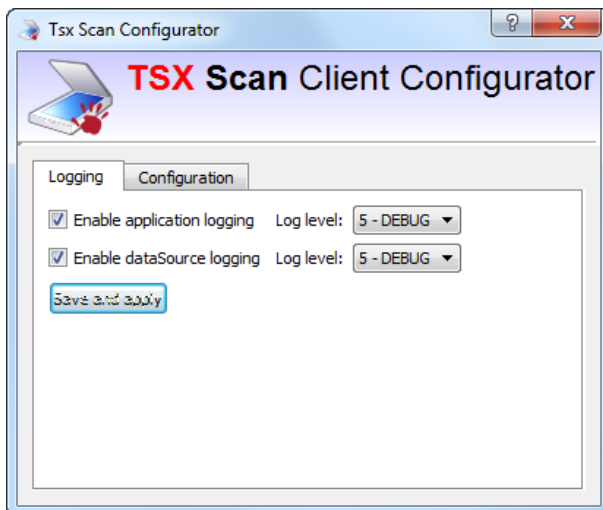
With the TSX Scan Client Configurator you are able to change your client-side settings here. Please notice if you have changed your configuration you have to save your changes by clicking on the „Save settings“ button!

#### TSX Scan Client Configurator Tabs

Logging	Enable or disable client-side logging
Configuration	Change client-side configuration

#### 7.1.1 Logging

You have also the possibility to enable client-side logging. Depending on your log level you will get informed about errors and status notifications.





Please note if you have turned on "Logging" the size of the log file will increase quickly and it might be possible that some performance incursions occur. Usually it is only required for technical support under the guidance of your Thinstuff support engineer.

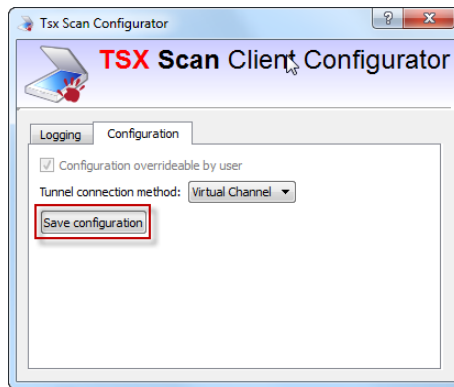
## 7.1.2 Configuration

In this tab you can change the client-side settings of TSX Scan:

### Tunnel connection method

#### 1. Virtual Channel

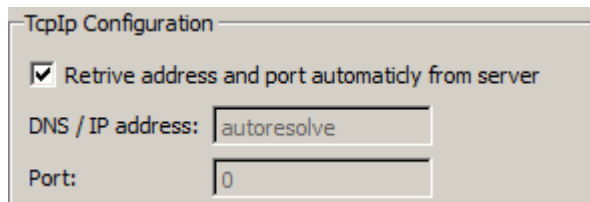
If you want do redirect your scan data trough a virtual channel.



#### 2. TCP/IP

There is also the possibility to transfer all scan data over TCP/IP.

If you enable this connection mode you can either type in the client's IP address (e.g if you have more than one network interface on your client) or the client will retrieve the IP address and port automatically by enabling the „Retrieve address and port automatically from server“ field.



## 7.2 TSX Scan Test

The TSX Scan Test application is the same as the TSX Scan Test application on the server. Please go to chapter 6.3 TSX Scan Test.

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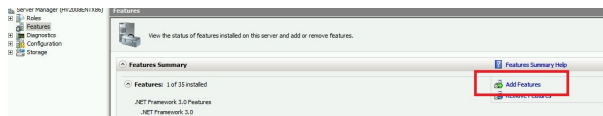
## 8 Additional instructions

### 8.1 How do I install the Desktop Experience feature on Windows Server 2008/2008 R2?

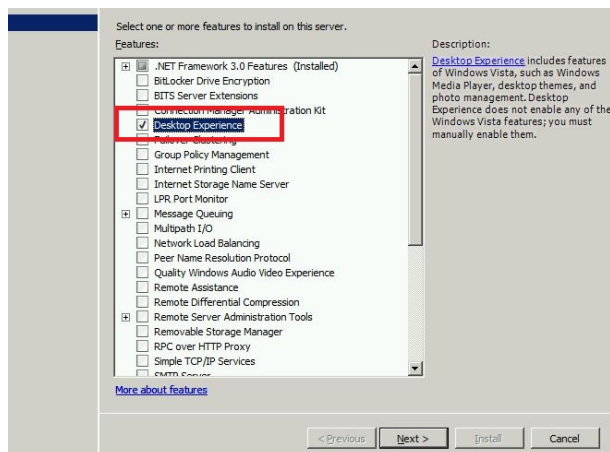
If you want to use TSX Scan on a server operating system you have to install the Desktop-Experience-Feature.

To install the Desktop Experience please do the following :

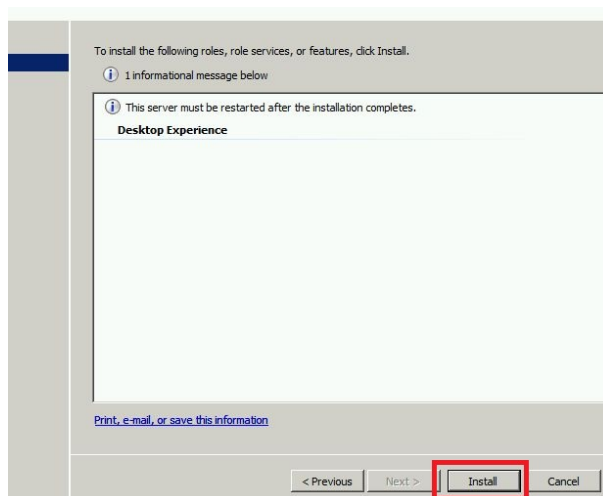
1. Launch the 'Server Manager' . Click Start, Administrative Tools, and click Server Manager.
2. Go to the 'Features' Section and click on 'Add features' .



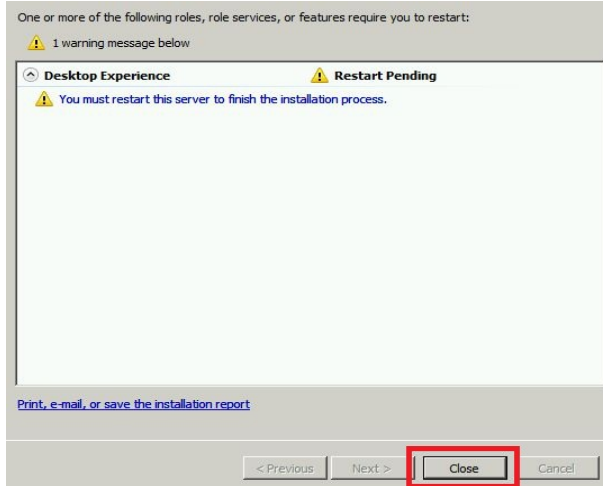
3. Select the 'Desktop Experience' check box and click on 'Next' .



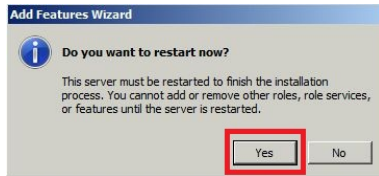
4. Click on 'Install'



5. Click on 'Close'



6. To complete the installation, click on 'Restart'.



You will find more informations about the Desktop Experience feature at <http://technet.microsoft.com/en-us/library/cc772567.aspx>

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## 9 Support

### 9.1 General Support

Thinstuff Support is available to provide support and will answer your questions about our products, sales, our company and non-technical questions.

All general inquires should be addressed to: [sales@thinstuff.com](mailto:sales@thinstuff.com)

### 9.2 Technical Support

For any technical questions about our products please contact our technical customer support.

Address your support requests to [tsxscansupport@thinstuff.com](mailto:tsxscansupport@thinstuff.com) and please enter the following information:

- TSX Scan license ID
- Thinstuff Customer ID or your email-address
- installed Thinstuff components

### 9.3 Online Resources

#### 9.3.1 FAQ Page

On this page you will find answers to the most frequently asked questions.

<http://www.thinstuff.com/faq>

#### 9.3.2 Online manuals

You can find all online copies of our manuals at

<http://www.thinstuff.com/faq/index.php?action=show&cat=18>

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