

## Step by step guide: installing & configuring thin client on server: Windows 7

### Description

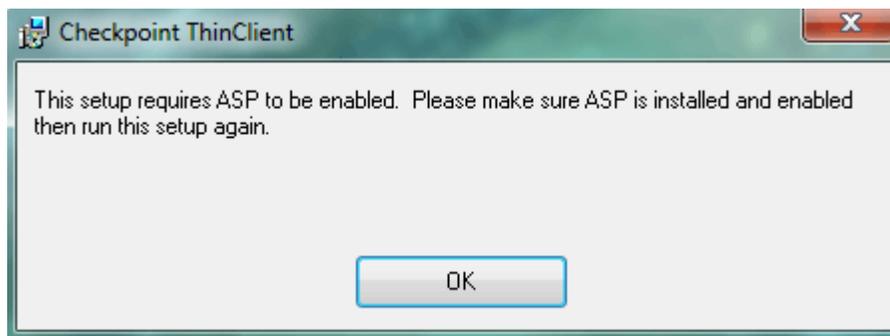
This document provides step by step instructions for installing and configuring IIS and CheckPoint thin client software on a CheckPoint server running on Windows 7.

### 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 an error message stating “This setup requires ASP to be enabled. Please make sure ASP is installed and enabled then run this setup again”, 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 ASP to be enabled. Please make sure ASP is installed and enabled then run this setup again” error message.*

### Step 3 – Installing ASP

- Click on “Start” → “Control Panel” → “Programs and Features”
- Click on “Turn Windows Features On or Off”
- Click on the “+” next to “Internet Information Services” to turn it into a “-“.
- Click on the “+” next to “Web Management Tools” to turn it into a “-“.
- Place a checkmark next to all four IIS Management options.
- Click on the “+” next to “World Wide Web Services” to turn it into a “-“.
- Click on the “+” next to “Application Development Features” to turn it into a “-“.
- Place a checkmark next to “ASP”.
- Place a checkmark next to “ASP.NET”.
- Click on “Ok”.

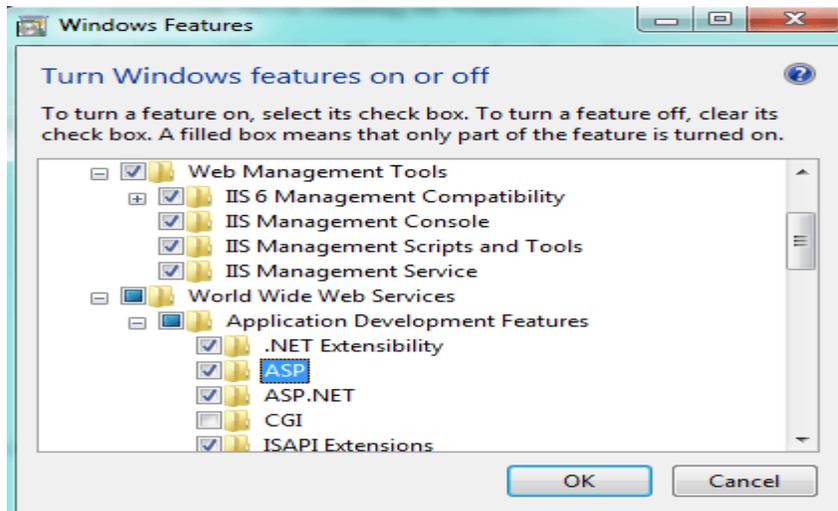


Figure 2 – “Windows Features” screen showing the 6 checkmarks that must be added.

#### 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”.

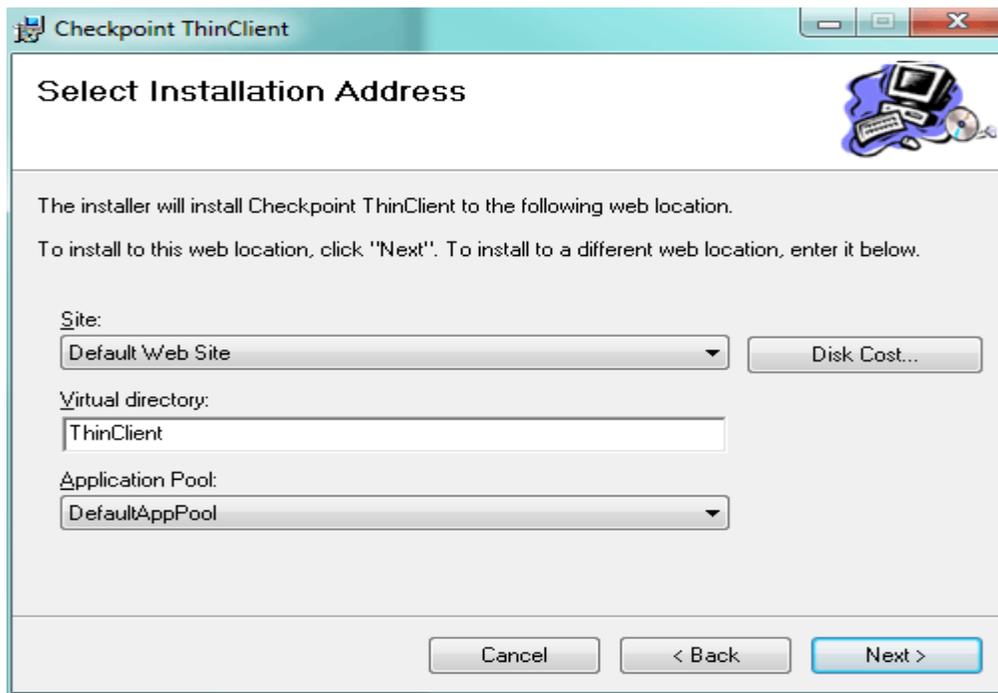


Figure 3– “CheckPoint ThinClient” setup screen – accept all defaults and click on “Next”.

### 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.

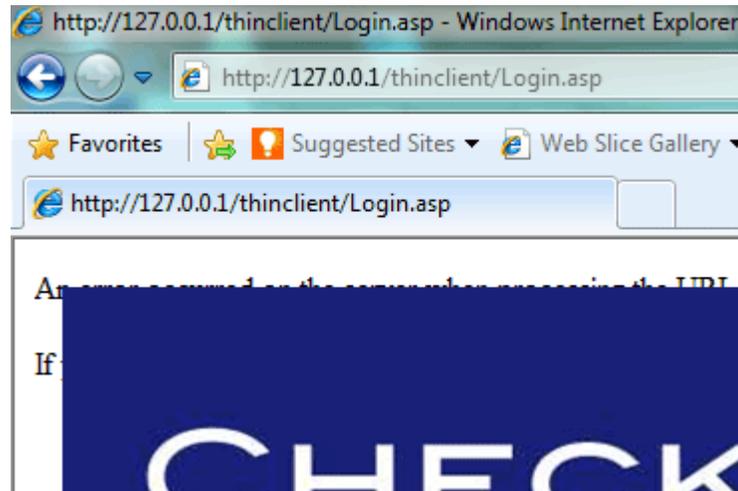


Figure 4– Error message behind CheckPoint splash image upon login attempt.

### 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 the “Actions” column, click on “View Application Pools”.
- Single-click on “DefaultAppPool” to highlight it.
- Under “Actions”, click on “Advanced Settings”.
- Change “Enable 32-Bit Applications” from “False” to “True”.
- Click on “Ok”.

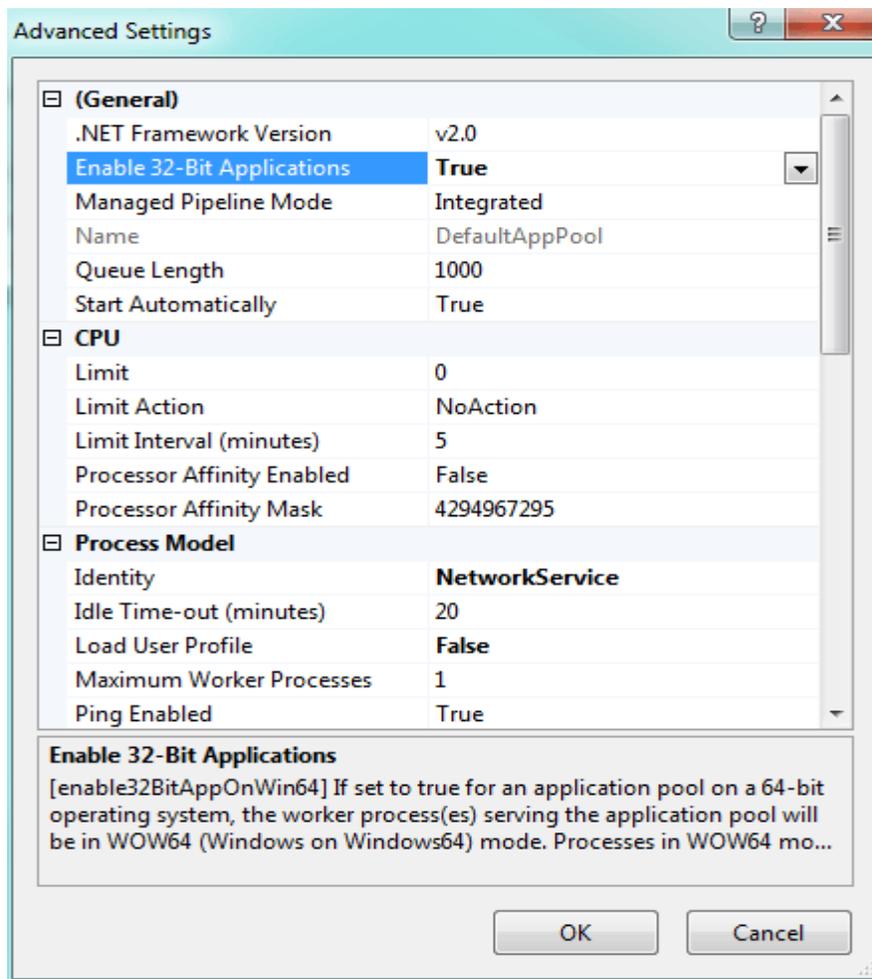


Figure 5– Change “Enable 32-Bit Applications” from “False” to “True”.

**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](mailto: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