

2020 Fusion Software

Windows Terminal Server Support

(All Supported Versions)

5th March 2019

Introduction

The 2020 Fusion application was originally designed as a standalone workstation solution. However, subsequent to this, many of our customers have stated a requirement for the provision of a “Terminal Server” based solution. This document defines the conditions under which this type of usage is supported.

Supported Solution Overview

The solution requires network (multi-user) licensing in order to function.

2020 supports its use in association with the following 64-bit host operating systems. This support policy is established in line with Microsoft’s own lifecycle policies.

“Actively Supported”:

- Windows Server 2019
- Windows Server 2016

“Legacy Support”:

- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2

“Not Supported”:

- Windows Server 2008
- Windows Server 2003
- Terminal Services under any other operating system, including Citrix and Intel Macs.

For definitions of the above support statuses, please refer to the **2020 Fusion Supported Operating Systems (2019)** document.

The supported solutions stated above will work with 2020 Fusion configured for use in either Standalone or Connect mode. However, it will only operate when 2020 Fusion is configured to run in a ‘non-legacy’ environment (i.e. conforming to the folder location and storage standards defined by Microsoft).

The solution requires that each user of the system has a unique Windows profile login. Consequently, we **do not** support multiple logins using the same Windows profile.

Recommended Server Conditions

It is the responsibility of the host to ensure that the server provided is capable of running the 2020 Fusion solution at an acceptable speed for the required number of users.

As with all our hardware recommendations, we suggest that any hardware acquired for this purpose is purchased with future needs in mind.

As a guideline, it is recommended that a server machine is not used by more than 10 users. If more users are required, then additional servers should be provided.

Processor:

- The server must use at least a quad core CPU

Memory:

- The server must have at least 8GB RAM
 - Plus, a further 1GB for each client (user).

For example, a 4 user solution will require $8\text{GB} + (4 \times 1\text{GB}) = 12\text{GB}$ RAM

Graphics:

- The server must use a dedicated 'grid-based' or 'multi-user' graphics card.
 - Please follow the individual graphics card guidance in relation to the number of users that it supports to ensure that it is appropriate for use.

Use of 'Connect'

When running Connect, the application will create a copy of all installed 2020 Fusion catalogue files for each user profile; it should therefore be ensured that there is sufficient disk space to allow for this – please refer to the **2020 Fusion Hardware Recommendations (2019)** document for details of the size of a standard 2020 Fusion installation.

The catalogue synchronisation process can place a high demand on processor time and resources. This would occur for all users of the Terminal Server.

For the central (master) customer database, we recommend the use of Microsoft SQL Server in preference to SQLite.

Please note that MS-Access is no longer supported/compatible.

Recommended Client Conditions

In a WTS environment, the client machine is primarily used to render the screen; therefore, only a basic specification is required.

It must, however, support 32bit colour (necessary in order to provide the best quality render) with a resolution of at least 1920 x 1080. The client machine should also have a minimum 100MB based network and at least meet the Microsoft recommendation for the operating system in use.

Note: 2020 only actively supports the use of Windows 10 or later for a client machine; please refer to the **2020 Fusion (Version 6) Hardware Recommendations** document for further details.

Licensing

To use the 2020 Fusion on a Windows Terminal Server, the user will be required to have a network license. It is recommended that this is hosted on a separate PC.

Network licenses are different to the standard single licenses and therefore will need to be ordered directly from and programmed by 20-20 Technologies Ltd.

Remote Desktop Connection

As part of the Terminal Server solution, it is possible to use the “Remote Desktop Connection” feature of Windows.

Terminal Services RemoteApp (TS RemoteApp)

This feature is not currently supported within the 2020 Fusion software.

Hardware Accelerated Renders

2020 Fusion uses hardware acceleration for a number of its renders. These comprise Wireframe, White Fill, Colour Fill, Draft and Navigation.