

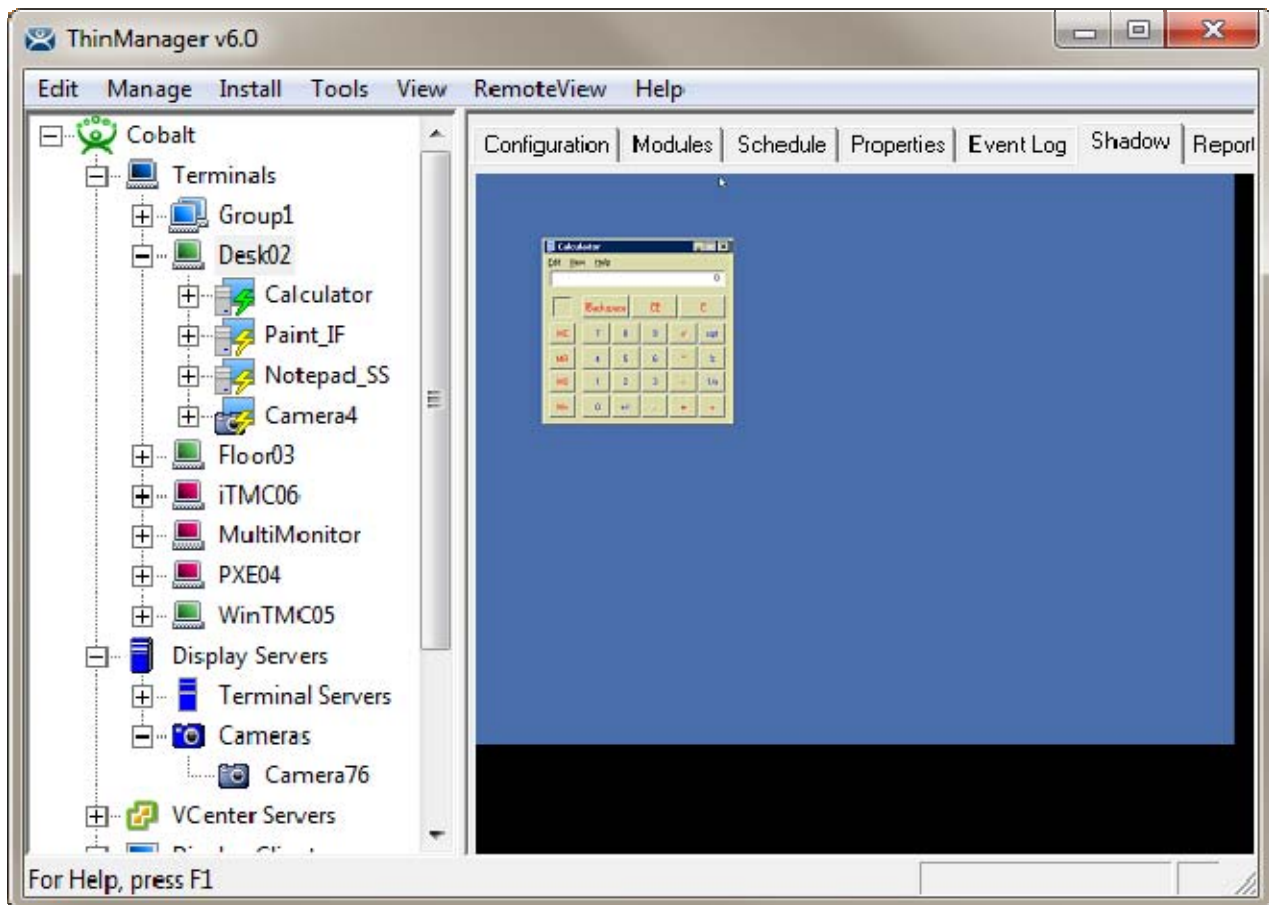
23 Shadowing

Shadowing is a popular management tool that allows an authorized user to view what is running on a remote client. There are two methods:

- ThinManager Shadow
- Terminal-to-Terminal Shadow

23.1 ThinManager Shadow

Shadowing of a terminal can be initiated from within ThinManager by using the **Shadow** tab in the Detail pane of ThinManager. To shadow, **highlight the desired terminal** in the ThinManager tree and select the **Shadow** tab.



Shadow – Shadow Scaled to Window

The shadowed terminal can be viewed full-sized or scaled to fit in the Details pane. Select **RemoteView > Shadow scaled to Window** to scale the session and unselect the option to view it life sized.

23.1.1 Shadow Access

Access to the shadow function is controlled by membership in ThinManager User Groups. By default only administrators are allowed to shadow.

Shadowing privileges can be established through the use of ThinManager Security Groups. The

- **ThinManager Administrators** and **Administrators** can shadow terminals and interactively control the terminal session.
- **ThinManager Power Users** can shadow terminals from within ThinManager but cannot interact with the session. They are in View-only mode.
- **ThinManager Interactive Shadow Users** can shadow terminals from within ThinManager and can interact with the session.
- **ThinManager Shadow Users** can shadow terminals from within ThinManager but cannot interact with the session. They are in View-only mode.
- **ThinManager Users** cannot shadow a terminal.

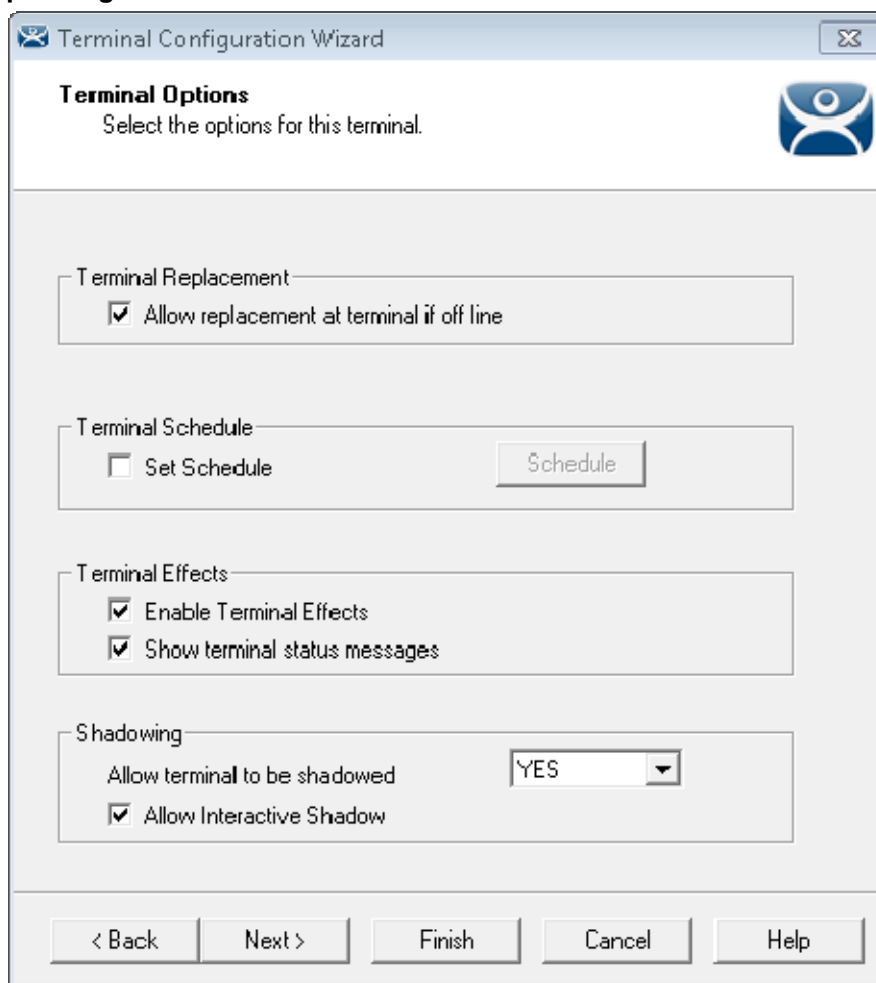
. See ThinManager Security Groups for details.

RemoteView > Interactive Shadow on the menu bar prevents the interaction with the shadowed session if unselected.

RemoteView > Scaled to Window on the menu bar, if selected, will display the entire session in the Shadow tab. If unselected, it will display the session at normal size with scroll bars, if needed.

23.1.2 Configure Shadowing

Shadowing can be configured on the **Terminal Options** page of the **Terminal Configuration Wizard** or **Terminal Group Configuration Wizard**.



The screenshot shows the 'Terminal Configuration Wizard' dialog box, specifically the 'Terminal Options' page. The title bar reads 'Terminal Configuration Wizard' and the subtitle is 'Terminal Options'. Below the subtitle, it says 'Select the options for this terminal.' There are four main sections with expandable headers:

- Terminal Replacement:** Contains a checked checkbox for 'Allow replacement at terminal if off line'.
- Terminal Schedule:** Contains an unchecked checkbox for 'Set Schedule' and a 'Schedule' button.
- Terminal Effects:** Contains two checked checkboxes: 'Enable Terminal Effects' and 'Show terminal status messages'.
- Shadowing:** Contains a dropdown menu for 'Allow terminal to be shadowed' set to 'YES', and a checked checkbox for 'Allow Interactive Shadow'.

At the bottom of the dialog are five buttons: '< Back', 'Next >', 'Finish', 'Cancel', and 'Help'.

Terminal Configuration Wizard - Shadow Configuration

The **Allow terminal to be shadowed** drop-down box allows the configuration of Shadowing Options.

- **No** - Prevents members of the Group from being shadowed.
- **Ask** - Will display a message window that will prompt for a positive response before the shadowing is allowed.
- **Warn** - Will display a message window alerting the terminal that it is to be shadowed, but doesn't require a positive response before the shadowing is allowed.
- **Yes** - Allows shadowing to occur without warning or recipient input.

Allow Interactive Shadow will allow members with Interactive Shadow privileges to shadow the terminal. The Interactive Shadow privileges are configured in the ThinManager Server Configuration Wizard. See ThinManager Server Configuration Wizard or ThinManager Security Groups for details.

Shadowing is initiated from the Shadow tab on the **Details** pane of the ThinManager program. Unselecting the **Allow Interactive Shadow** checkbox will prevent shadowing from within ThinManager.

23.1.3 Shadow Keystrokes

Because the **CTL+ALT+DEL** and the **CTL+ESC** keystrokes can't be sent to the local machine to the shadowed thin client, there is a menu item to send these commands. Select **RemoteView > Send Key > Send Ctl+Alt+Del** or **RemoteView > Send Key > Send Ctl+Esc** to send these commands.

Note: The Key Block Module will block these commands from being sent to a shadowed session.

Changing the tab or selecting another tree icon will break the shadow connection.

23.1.4 Terminal-to-Terminal Shadowing

Terminal-to-Terminal shadowing is made possible with Terminal Shadow display clients. A Terminal Shadow display client allows a terminal to shadow another terminal without needed to run the ThinManager interface or to be logged in as an administrator. This Shadow Group can contain a specific terminal or several terminals.

See Terminal Shadow Display Clients for details on configuring Terminal Shadow display clients.

23.1.4.1 Terminal Shadow Display Client

Display Client Wizard

Client Name
Enter the Display Client name.

Client Name

Type of Display Client

Permissions

Please enter a Display Client name

< Back Next > Finish Cancel Help

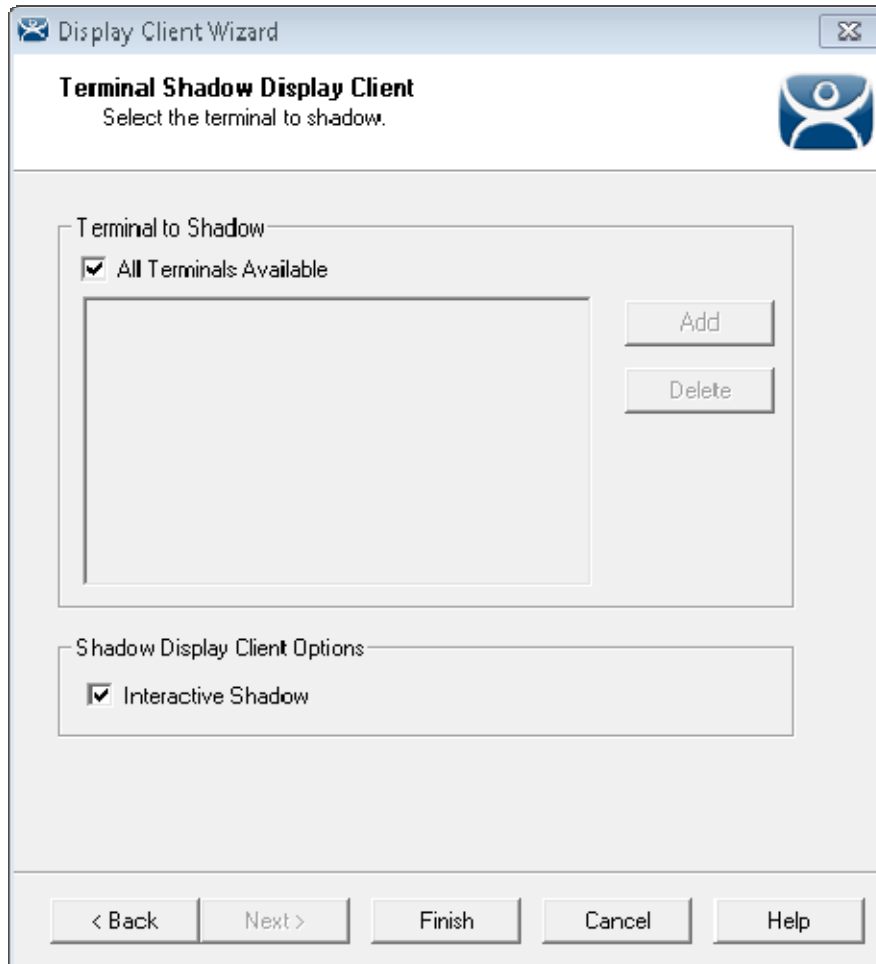
Terminal Shadow Display Client - Group Name Page

Configure the Terminal Shadow Display Client by selecting **Terminal Shadow** from the **Type of Display Client** drop-down after naming the group.

Select the **Next** button to continue.

23.1.4.2 Terminal Shadow Configuration

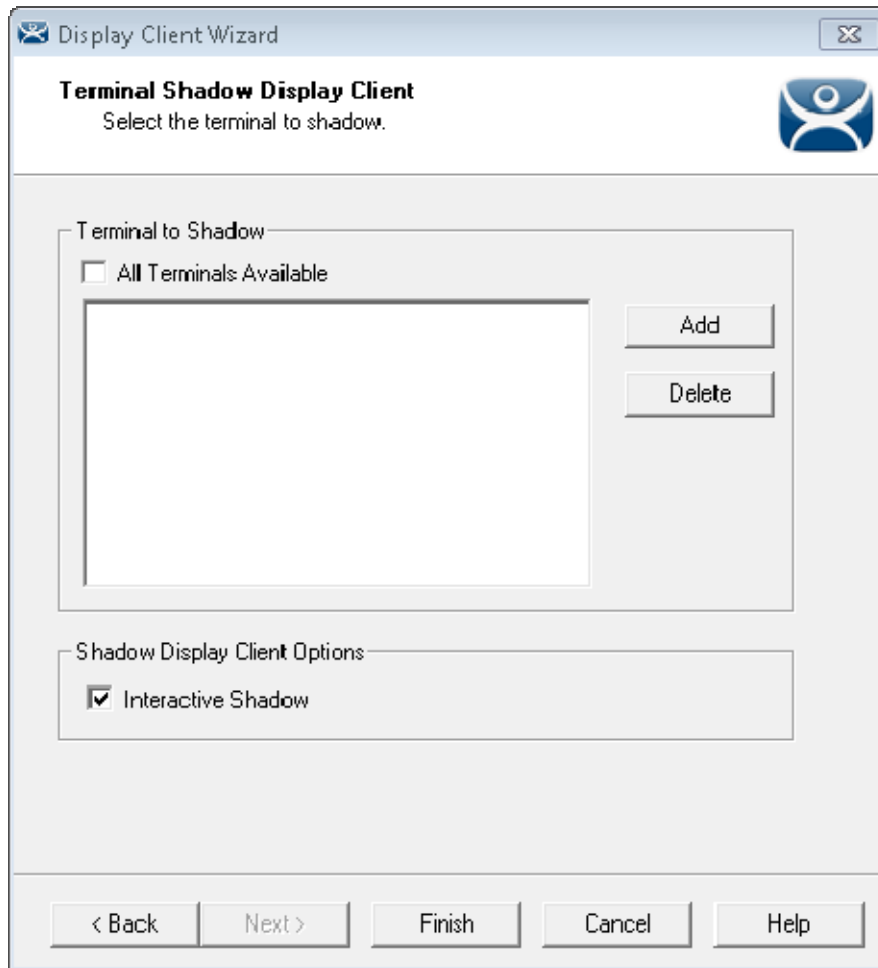
The Terminal Shadow Display Client page allows the selection of the terminal or terminals to be shadowed.



Terminal Shadow Display Client – All Terminals Available

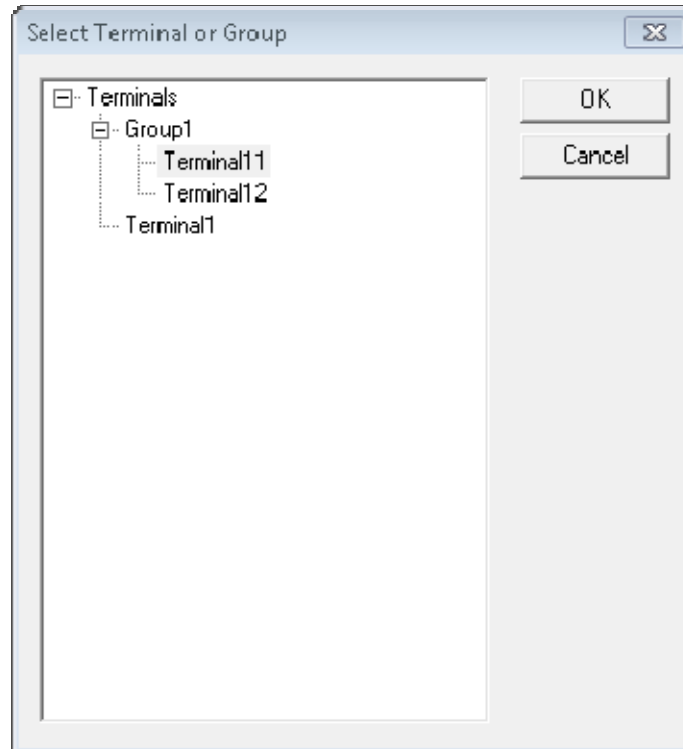
By default the Shadow Group is configured to allow all terminals to be shadowed.

Unselecting the **All Terminals Available** checkbox will allow the designation of specific terminals.



Terminal Shadow Display Client –Select Terminals

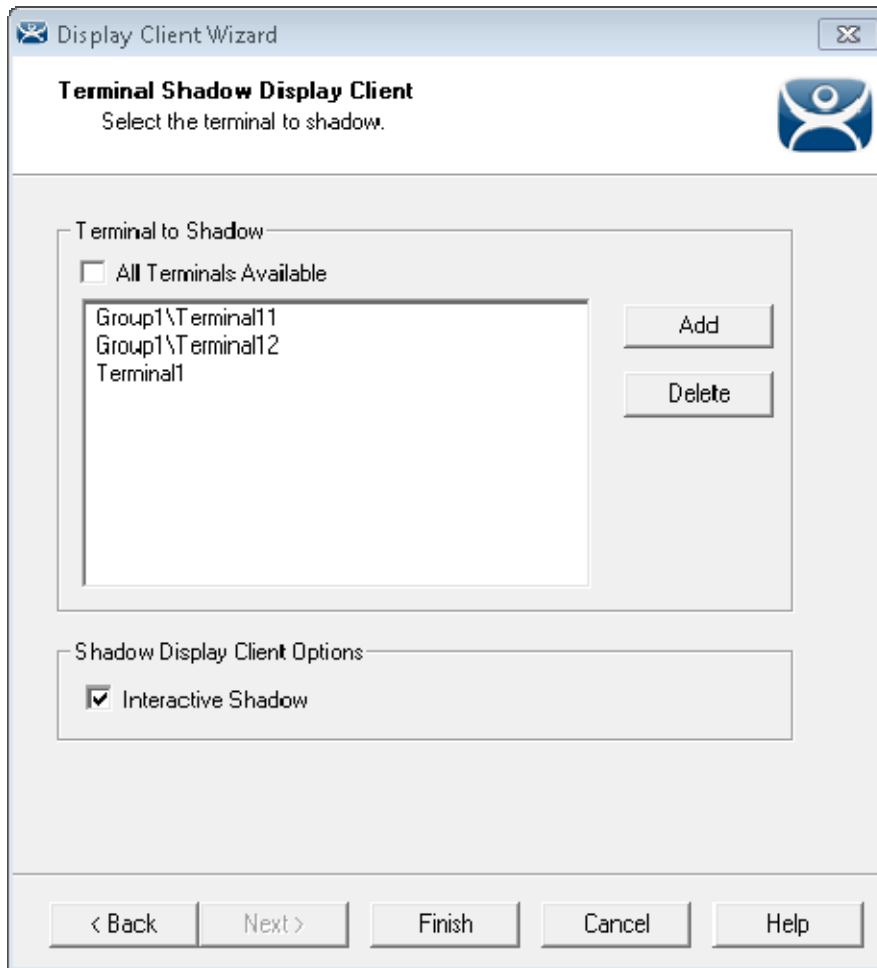
Select the **Add** button to launch the terminal selection window.



Select Terminal or Group Window

Select a terminal for shadowing by highlighting it in the **Select Terminal or Group** window and selecting the **OK** button. The window will close after each selection.

To add multiple terminals repeat the process by selecting the **Add** button on the **Terminal Shadow Display Client** page.

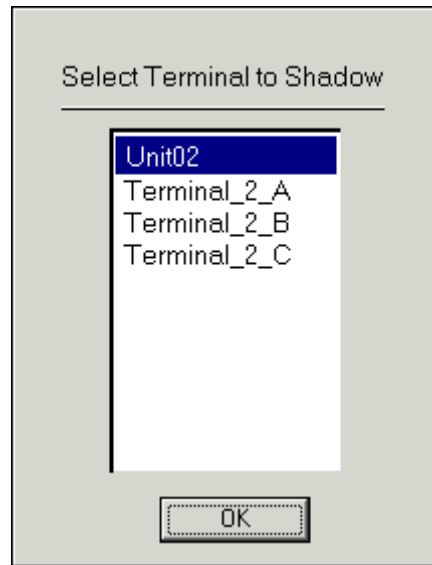


Terminal Shadow Display Client – Selected Terminals

The Terminals to Shadow textbox will display the terminals added to the list.

23.1.4.3 Shadow Selection Screen

When a terminal launches a Shadow Display Client that has multiple members a **Select Terminal to Shadow** window will be displayed to allow the selection of the terminal to shadow.



Terminal Selector

Highlight the desired terminal and select the **OK** button.