



THINSCALE Desktop Agent Application User Guide

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THINSCALE Desktop Agent Application User Guide

THINSCALE

DESKTOP AGENT

Administrator Guide

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1. ThinScale Desktop Agent Overview

Requirements

- .NET Framework 4.7.2 or above
 - 4.8 Recommended
- Windows 10 and 11 64B
- Windows 10/11 32B not Supported
- At least 4 GB of RAM
- At least 500MB of free HD space
- Firewall rule allowing TDA to take inbound connections (created by the installer)

***** ARM-based processors are not supported

***** Windows Insider Preview OSs are not supported

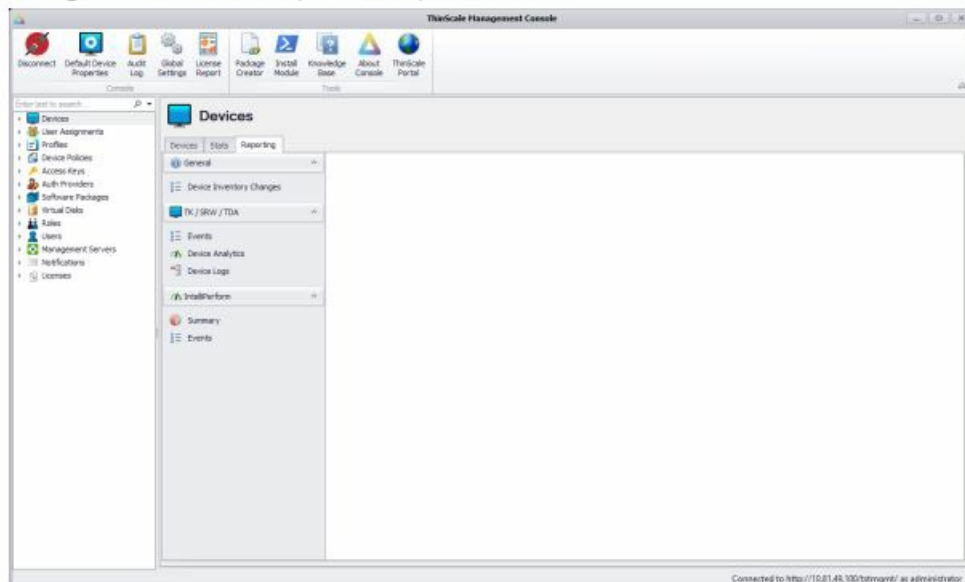
***** When testing TDA inside a Hyper-V virtual machine make sure the Enhanced session is disabled or TDA won't launch

2. Profile Sources

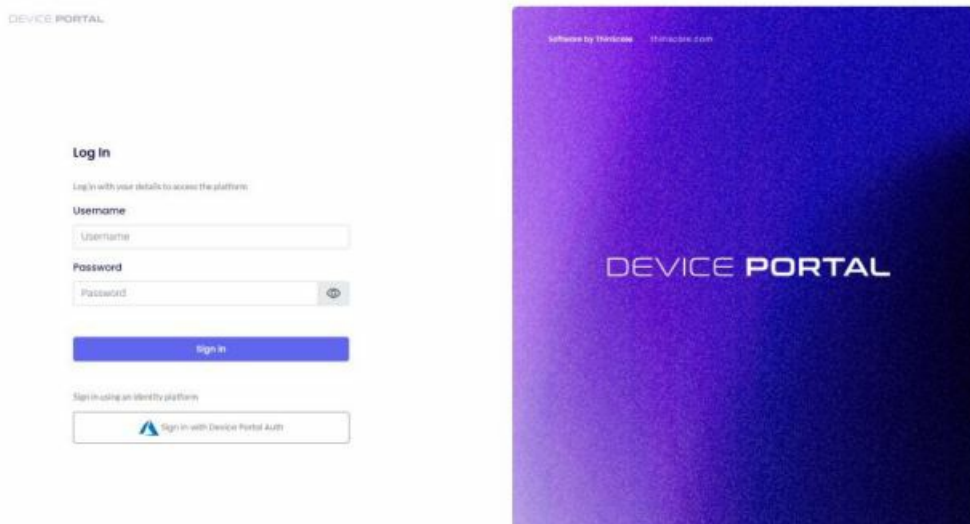
TDA requires a profile, in JSON format, that contains all its configurations including the connections to your virtual desktops, application shortcuts, website and more.

ThinScale Desktop Agent profile can only be delivered by:

1. ThinScale Management Platform (On Prem) solution or



2. The Device Portal (Cloud- ThinScale fully managed) solution.

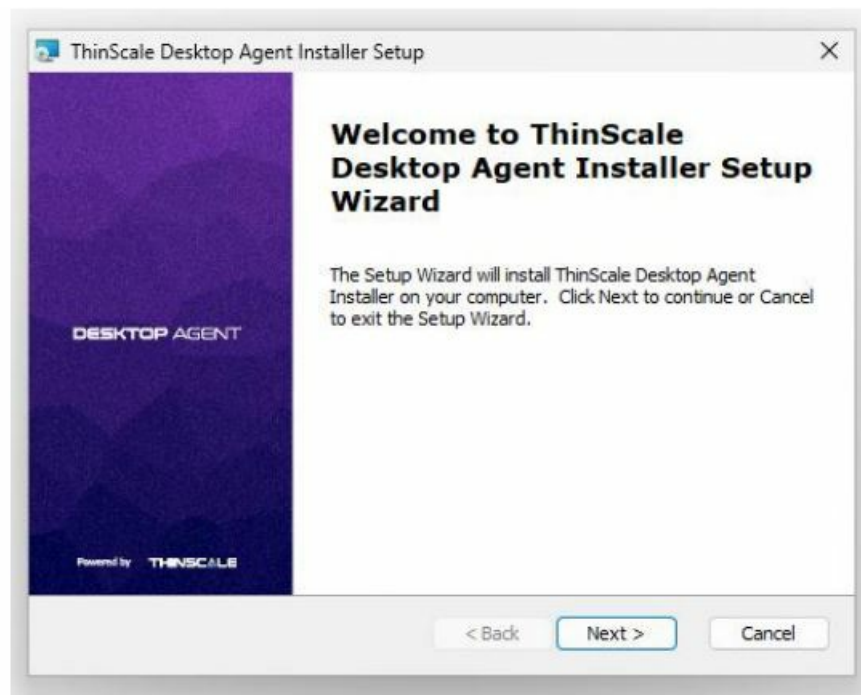


TIP: In a scenario where the Microsoft FBWF (File-based write filter) or HPDM is in use, it's highly recommended the ThinScale Desktop Agent installation folder is excluded.

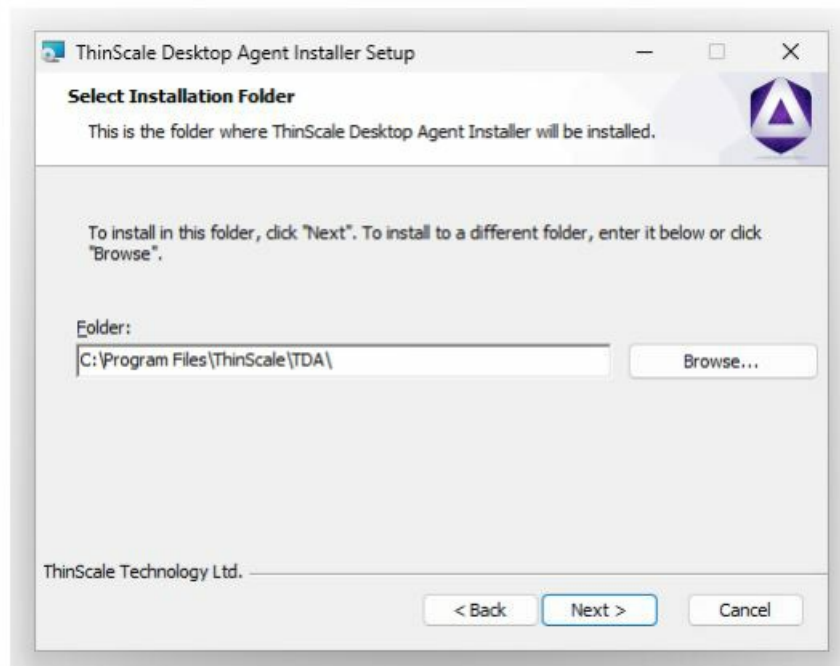
3. Installation

Note: Installation must be performed by a user with administrator privileges.

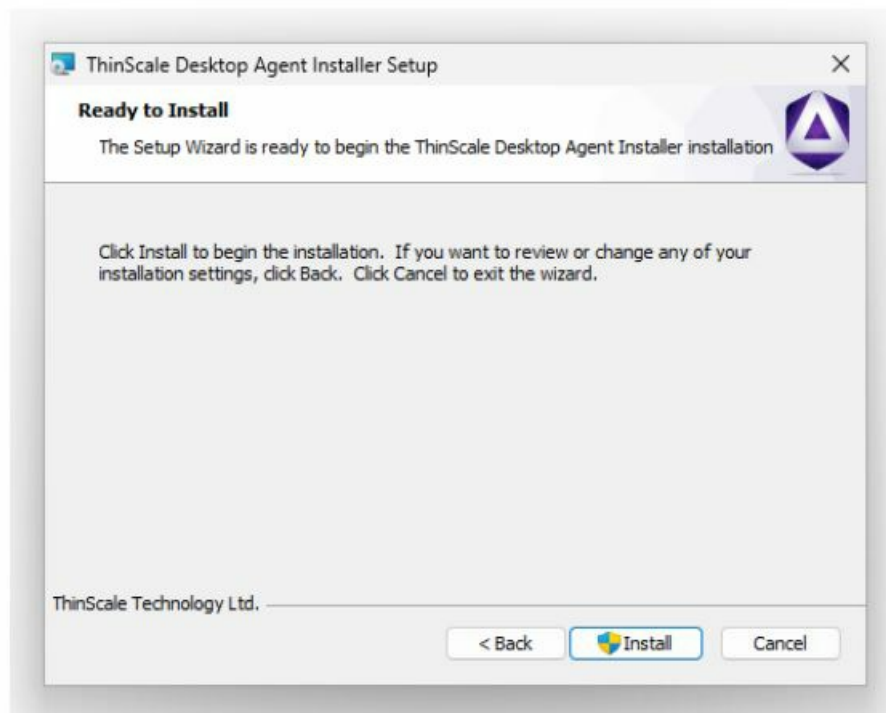
Copy the installation media to a temporary folder on a local drive and run the installation media (ThinScaleDeviceAgent-8.x.msi)



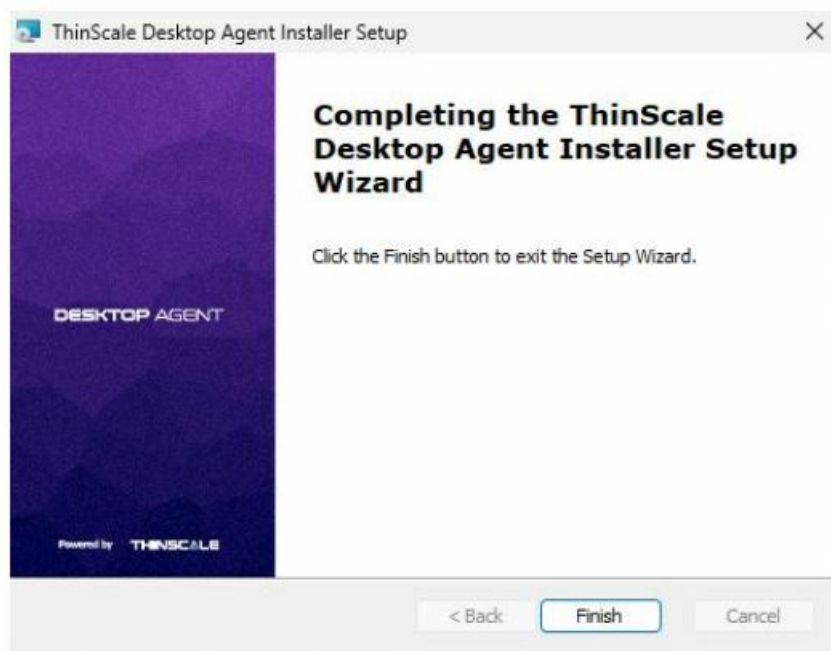
Click 'Next'



Select the installation folder and click 'Next'



Click 'Install'



During installation, the ThinScale Desktop Agent Setup Wizard will launch, please see the section below for details of the available configuration options.

ThinScale Desktop Agent may prompt to restart the device if a reboot is required.

Silent install options

ThinScale Desktop Agent can be installed silently using the MSI command-line options detailed below:

Command-Line Option	Description
MGMTURI	The address of a ThinScale Management Server e.g., https://tstmgtserver.domain.local/TSTMgmt
MGMTREGISTRATIONKEY	The GUID associated with the Management Registration Key you want this ThinScale Desktop Agent device to connect via. <i>(for more information on Management AK, please see the ThinScale Management Console Administrators Guide)</i>
MGMTREGISTRATIONCODE	The GUID associated with the Portal Registration Code you want this ThinScale Desktop Agent device to connect via. Only used for OnPrem Servers
UILEVEL	The installer sets the UILevel property to the level of the user interface.
REGISTER	Will register the ThinScale Desktop agent when used with the MGMTREGISTRATIONKEY or MGMTREGISTRATIONCODE
UNINSTALL	Will uninstall the ThinScale Desktop Agent
SILENT	Will install the ThinScale Desktop Agent silently

<https://tstmgtserver.domain.local/TSTMgmt>

Example Silent command

Install the TDA with a Registration key

```
msiexec.exe /i TDASetup_8.0.xxx.msi MGMTURI=https://support.thinscale.com
MGMTREGISTRATIONKEY=1b0a97c95e364eb19941608e15c79980c55415eca319400893d126fb7e49b736
msiexec.exe /i TDASetup_8.0.xxx.msi MGMTURI=https://support.thinscale.com
MGMTREGISTRATIONCODE=FZBSp9JaHA
```

Register the TDA

```
C:\Program Files\ThinScale\TDA>TDA.Update.exe /REGISTER MGMTURI=https://support.thinscale.com
MGMTREGISTRATIONKEY=1b0a97c95e364eb19941608e15c79980c55415eca319400893d126fb7e49b736
```

Uninstalling ThinScale Desktop Agent

Note: The Uninstall must be performed by a user with administrator privileges on the local device.

ThinScale Desktop Agent is an MSI based installation and will appear in Program and Features within Windows Control Panel.

To uninstall:

- Open Control Panel
- Select Programs -> Program and Features
- Right-click ThinScale Desktop Agent and select 'Uninstall'
- Follow the uninstall instructions

A reboot will be required once the uninstall process has been completed.

To silently uninstall Secure Remote Worker, use the following command line:

Uninstalling ThinScale Desktop Agent silently

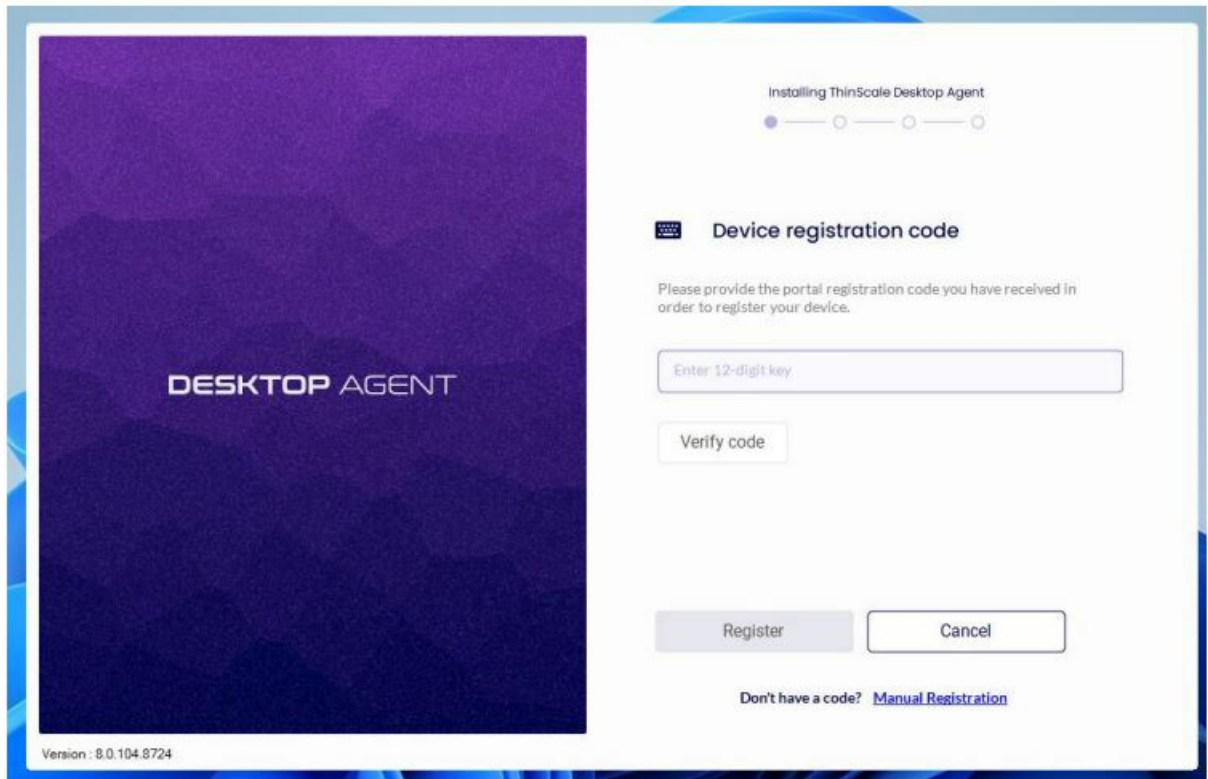
```
msiexec /X TDASetup-x.x.xx.msi /QB
```

```
msiexec /x TDASetup-x.x.xx.msi /qn /!v C:\user\Desktop\TDA.log
```

4. ThinScale Desktop Agent Setup Wizard

ThinScale Management Server

The new ThinScale Desktop Agent Setup Wizard will launch upon clicking the desktop icon.



Registration Code

The Registration Code is a faster way of connecting a device to the Server, and it is done via the ThinScale Portal.

Note: Only On Prem Servers supports Registration Codes for now.
Cloud Device Portal will support it soon

Open <https://my.thinscale.com> and click "Management Servers". Add a "New Management Server". Click Import Signing Keys. A "Signing Key" is exported as an xml file from the ThinScale Management Server Configuration. Export the file and then Import it inside the ThinScale Portal.

Management Server

Name

TST SERVER

Url

https://tstdev.thinscale.com

☒ Has signing keys

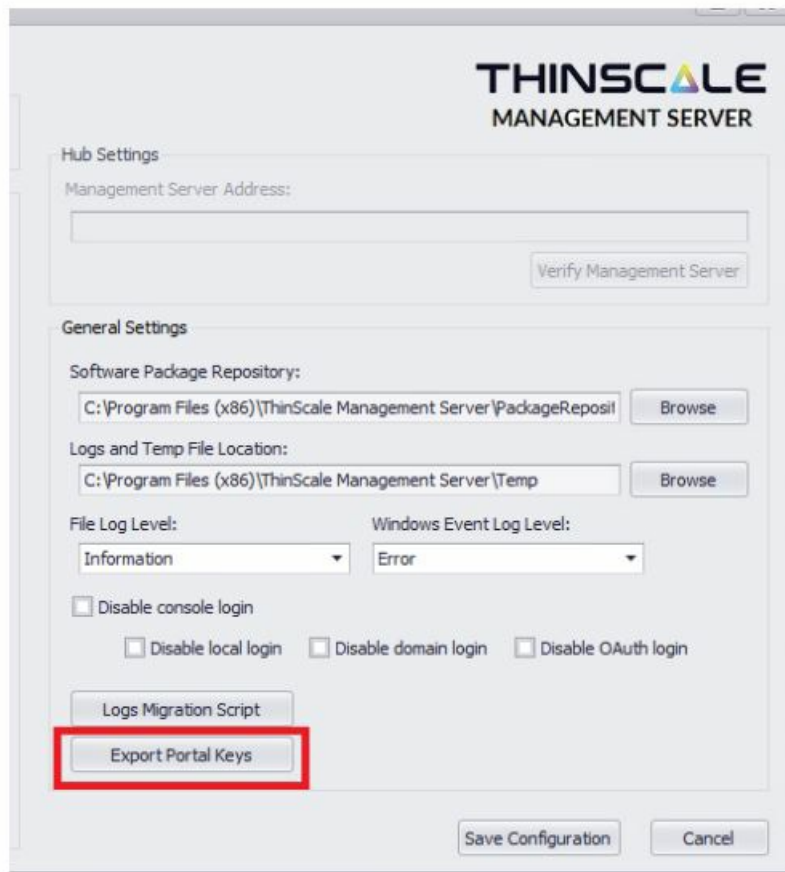
Import Signing Keys

☐ Approved

Delete

Cancel

Save



The image shows the 'THINSCALE MANAGEMENT SERVER' configuration window. It has two main sections: 'Hub Settings' and 'General Settings'. In 'Hub Settings', there is a 'Management Server Address' text box and a 'Verify Management Server' button. In 'General Settings', there is a 'Software Package Repository' text box with a 'Browse' button, and a 'Logs and Temp File Location' text box with a 'Browse' button. Below these are two dropdown menus for 'File Log Level' (set to 'Information') and 'Windows Event Log Level' (set to 'Error'). There are four checkboxes for disabling login types: 'Disable console login', 'Disable local login', 'Disable domain login', and 'Disable OAuth login'. At the bottom of the 'General Settings' section, there are two buttons: 'Logs Migration Script' and 'Export Portal Keys', with the latter highlighted by a red rectangle. At the very bottom of the window are 'Save Configuration' and 'Cancel' buttons.

Save the Configuration and then Click Add Registration.

A member of the ThinScale Team will Approve the request as soon as possible, but in the case where a request is pending for more than 30 minutes, please email support so an agent will be able to approve it straight away for you.

Once done the Server will be approved and you can start using the new registration codes.

Management Servers

[New Management Server](#)

NAME	URI	APPROVED	N° OF REGISTRATIONS	CREATED BY
TST SERVER	https://tstdev.thinscale.com	✓	0	You

CODEAUTHENTICATION TYPECREATED BY

Add Registration

CODEAUTHENTICATION TYPECREATED BY

41qRzYML2WDefaultYou

80CzDq6VbULegacyYou

13XnvmJecFRegistration KeyYou

Add Registration

DESKTOP AGENT

Version : 8.0.102.8722

Installing ThinScale Desktop Agent

Device registration code

Please provide the portal registration code you have received in order to register your device.

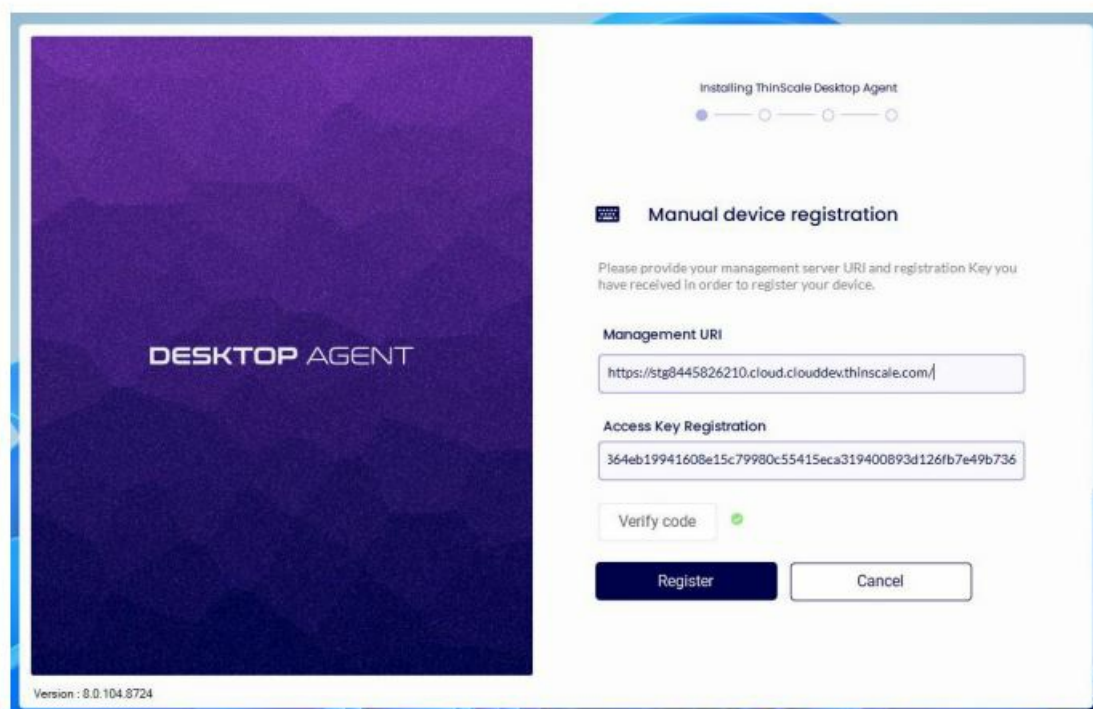
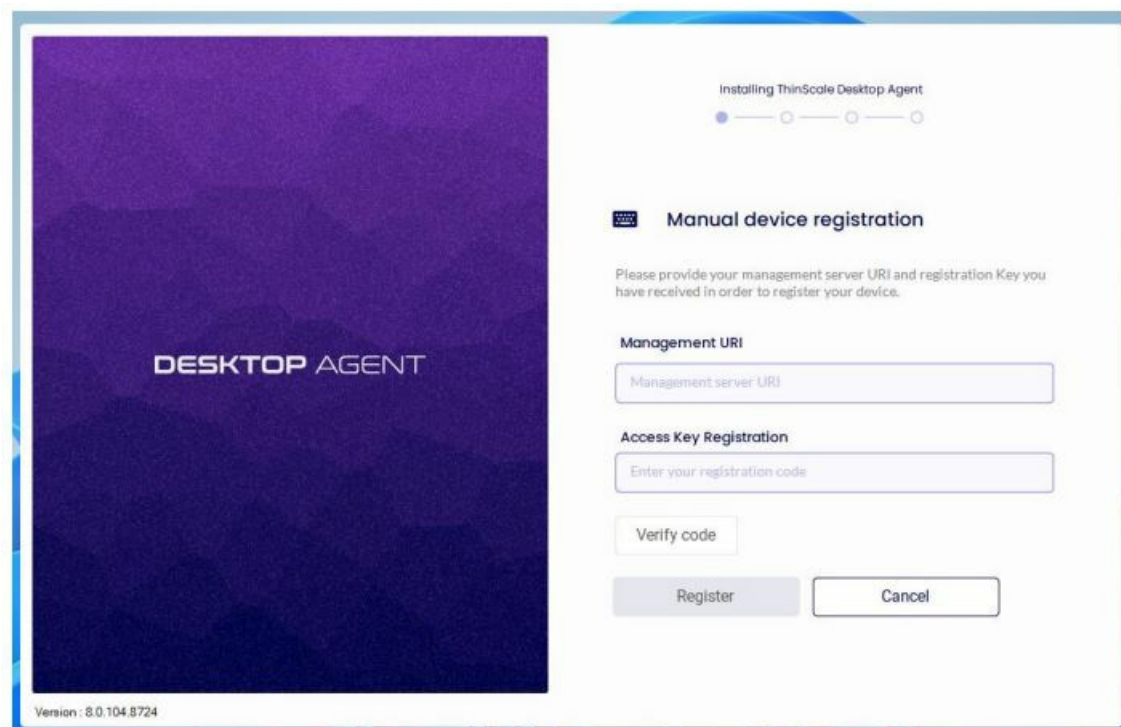
FZBSp9JaHA

Verify code

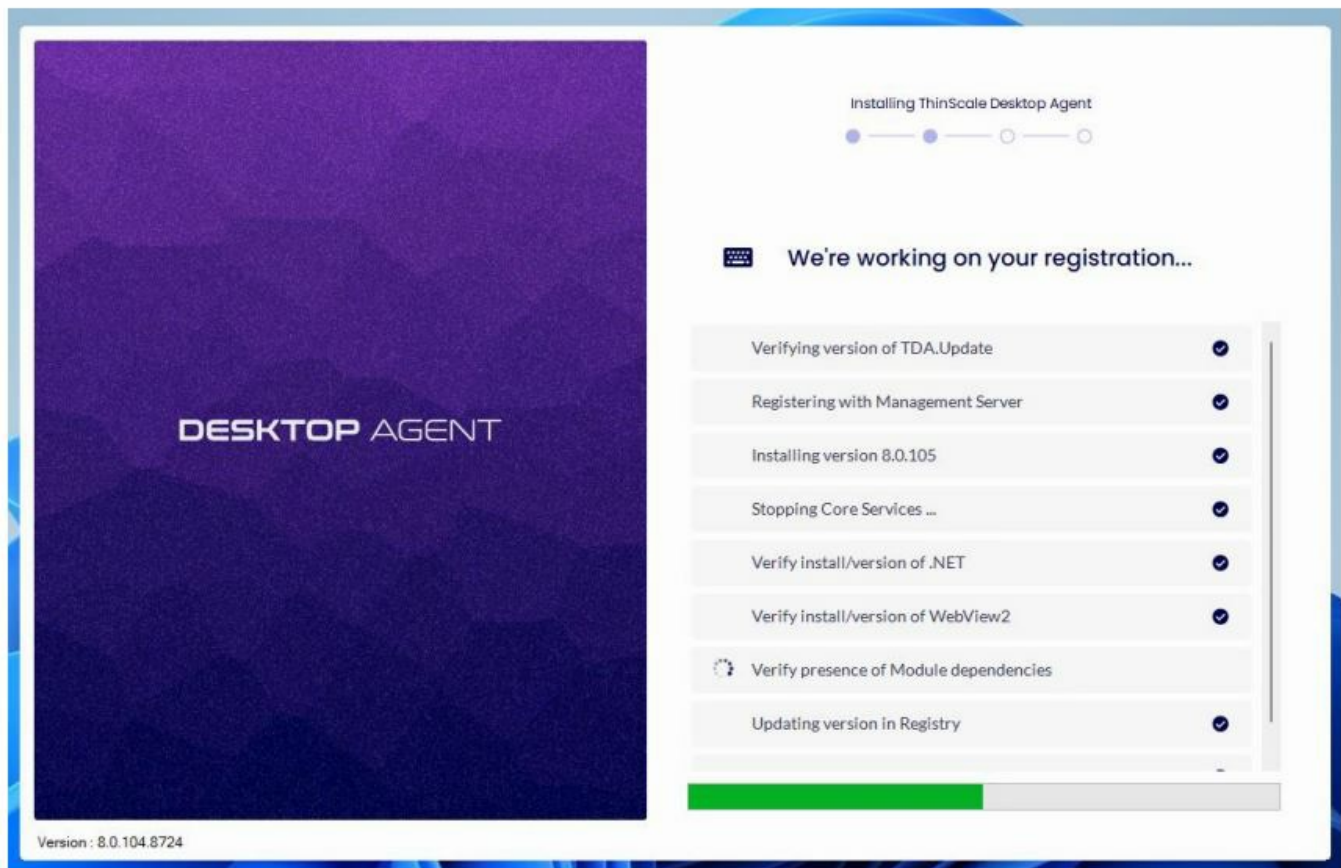
RegisterCancel

Don't have a code? [Manual Registration](#)

Manually

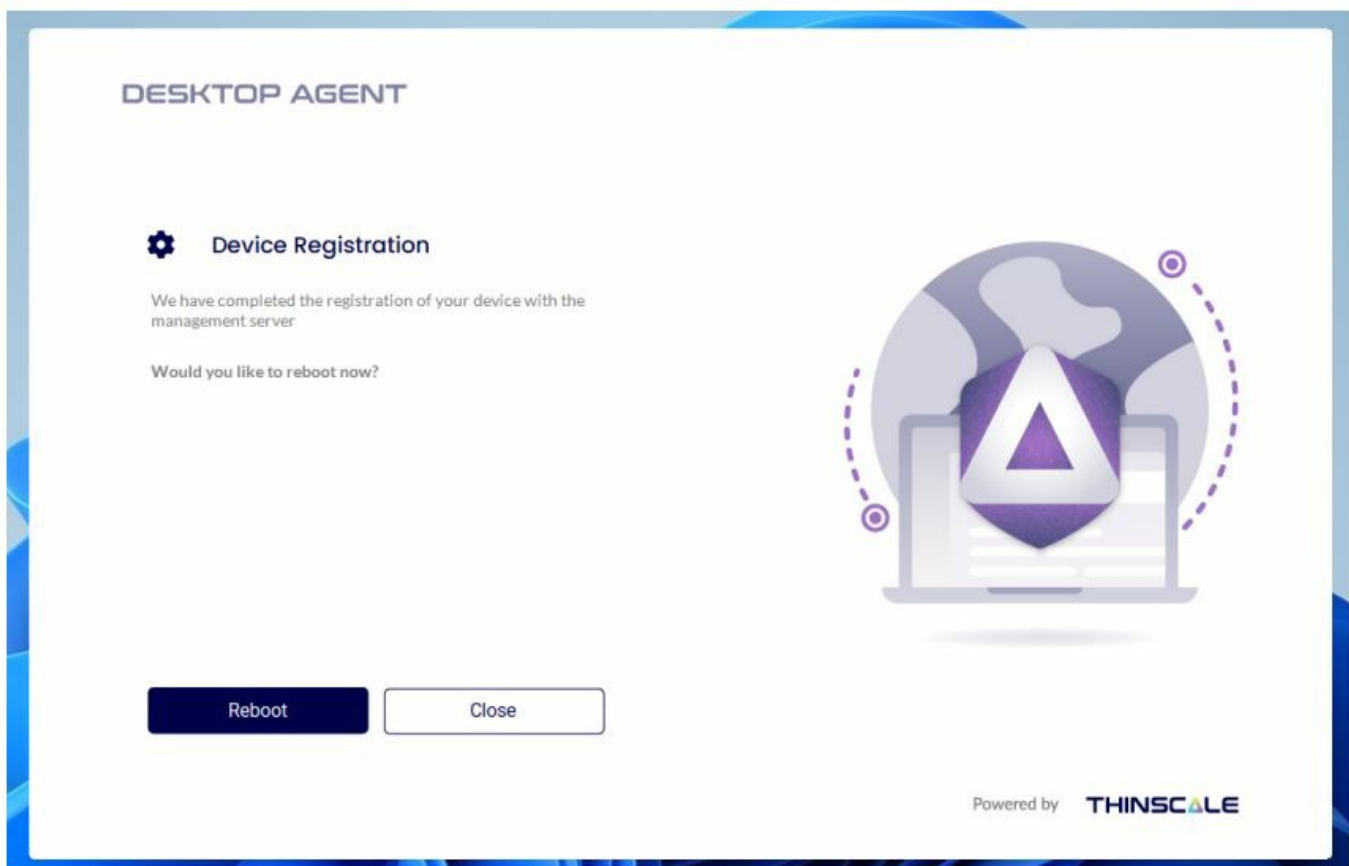


Click 'Verify Code' and then "Register



The setup wizard will apply your configuration.
If the wizard succeeds it will automatically close upon completion.
If any of the configuration steps fail, you can view the setup log for detailed information.

Click "Reboot"



5. ThinScale Desktop Agent User Interface

The ThinScale Desktop Agent user interface is sleek, stylish, and extremely configurable. Every button can be hidden, and theme can be customized.

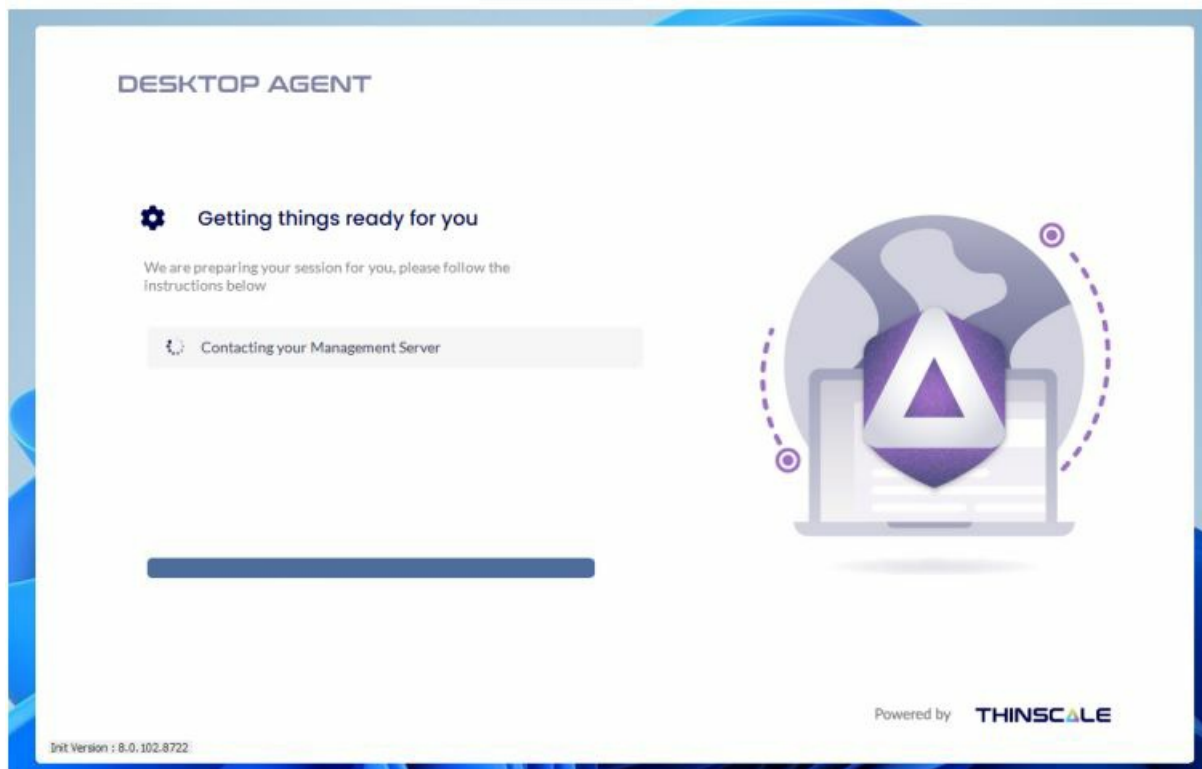
The desktop icon can also be update with your own one if you wish to do so.

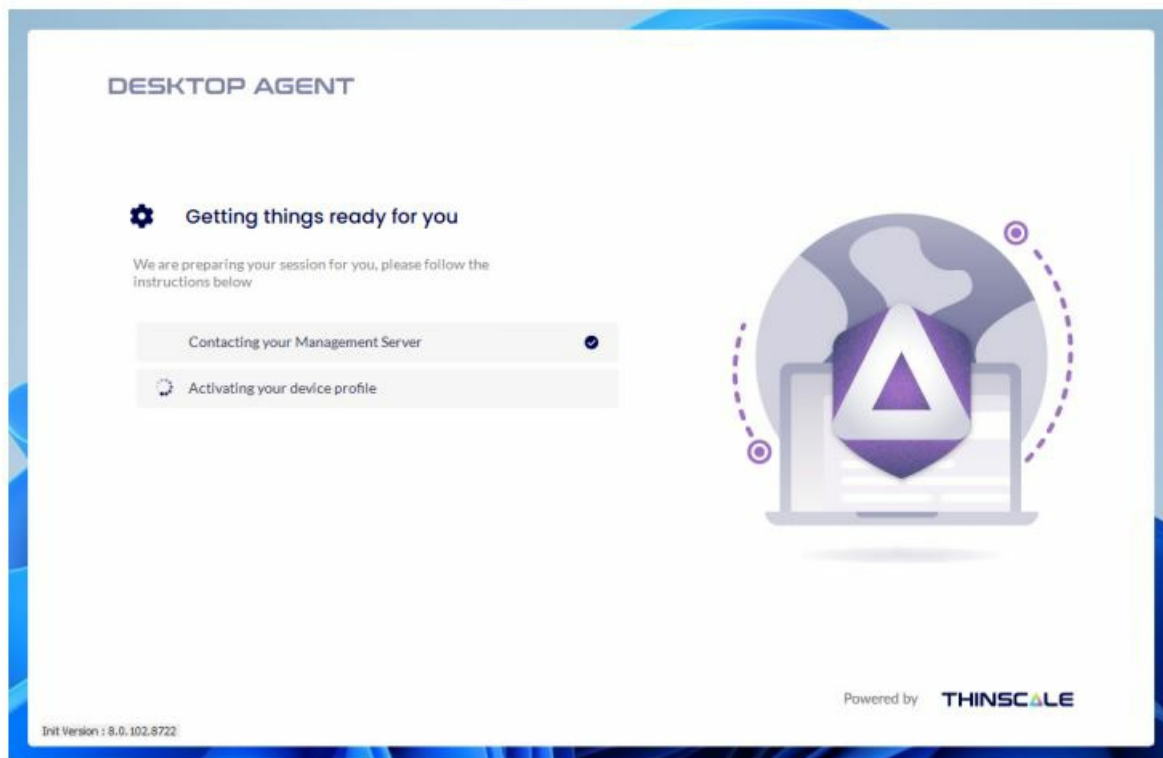


Check the Profile Configuration Guide for more information.

Splash Screen

When ThinScale Desktop Agent launches, it will fire up its splash screen, detailing information on its current activities and progress.





The splash screen can also be customised.

Ribbon bar

The user interface is the only tab displayed by ThinScale Desktop Agent when it launches. This ribbon has been designed to be as clean and easy to use as possible while still empowering the users with customisation and power options.



Application	Button to display Application Tab
Browser	Button to display Browser Tabs
Pinned Browser	Contains websites that you don't want to show on the desktop
Pinned Apps	Contains applications that you don't want to show on the desktop
On-screen Keyboard	Optionally, enabled on the appearance tab of the profile editor. Provides a button to invoke the touch keyboard.
Audio	Configure the audio properties
Date/Time	Configure the date/time of the system
Display	Configure the display resolution, Orientation and Scaling
Keyboard	Configure the Keyboard settings
Mouse	Configure the mouse settings
Printers	View and amend local printers on the device
Wi-Fi	Open windows network panel
Shutdown	Turns off the PC
Restart	Restarts the PC
Log off	Logs off the current user (logs back in if auto-login is configured).
Lock Screen	Lock the local PC Screen
Custom Title	Any title
About icon	Information about the Software binaries version

Note: all items on this ribbon can be hidden

Details Pane

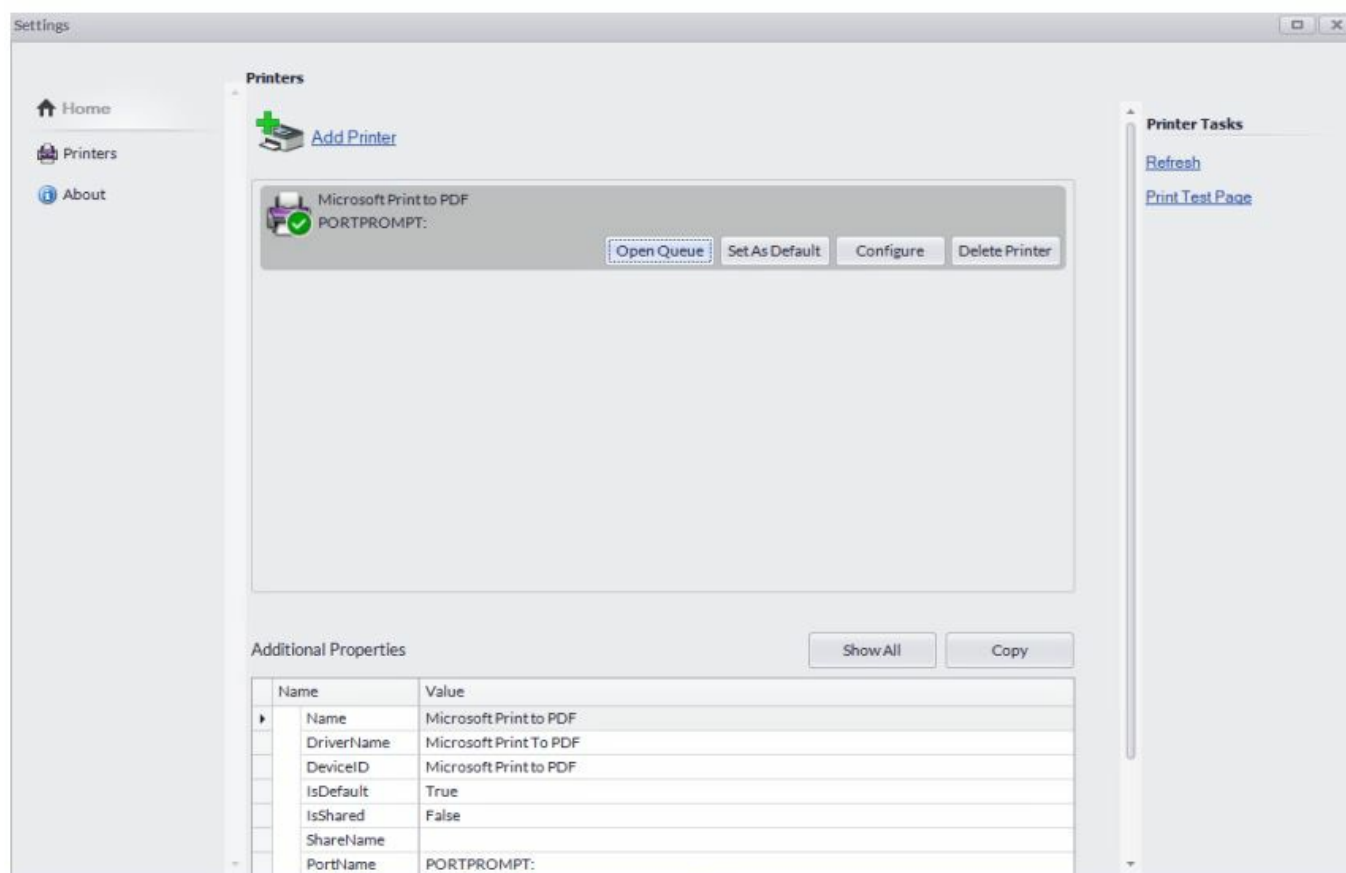
The details pane provides a glance view of the time and server status, as well as allows the user to switch from the applications or browser tab.



Browser tab	Display the browser tab
Applications tab	Display the applications tab
Battery indicator	If a battery is detected, its status is displayed
Connection Status	If using a Broker, shows the connection status
Wi-Fi/ Lan indicator	If a Wi-Fi device is detected, the status is displayed
Administrative unlock	Click this button instead of the keystroke if you wish
Language Selection	Choose the language ThinScale Desktop Agent should use
Clock	What time is it anyway?

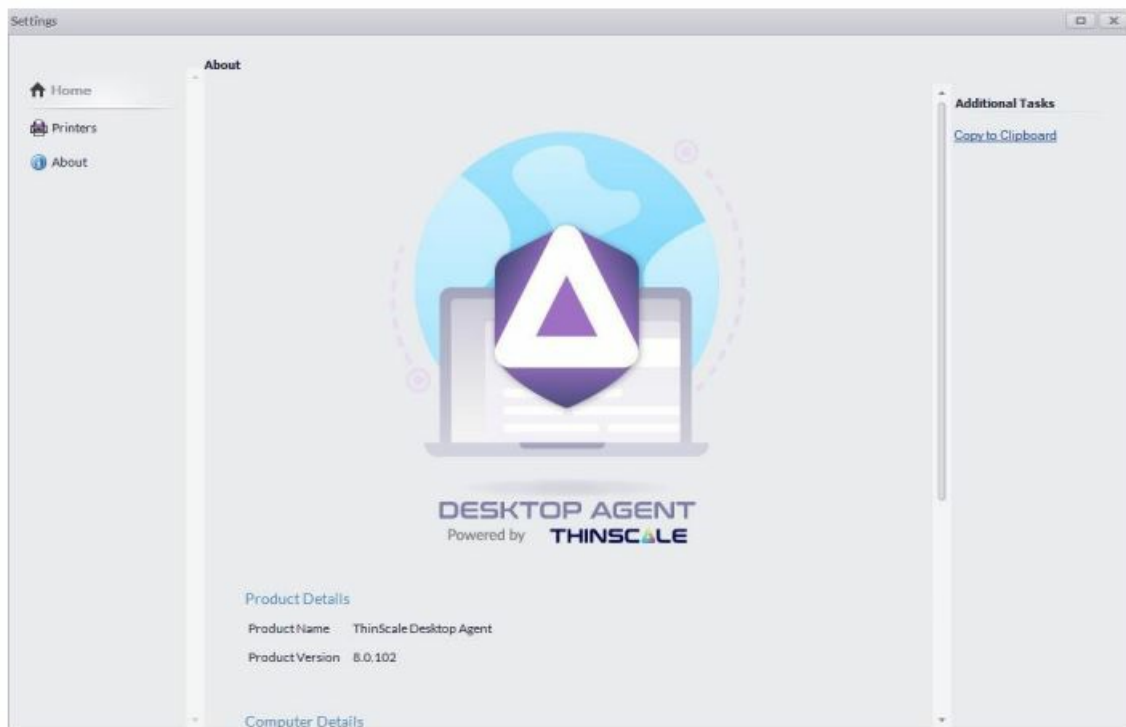
Printers Window

The printers window available from the ribbon gives the user access to the local printers installed on the device.



About Window

The About window provides versioning and licensing information.



You can also view the binary versions and TDA's version.

Note: version number might be different on your machine, and keep in mind that ThinScale Desktop Agent is powered by ThinKiosk so binaries names can also reference ThinKiosk.

Admin Interface



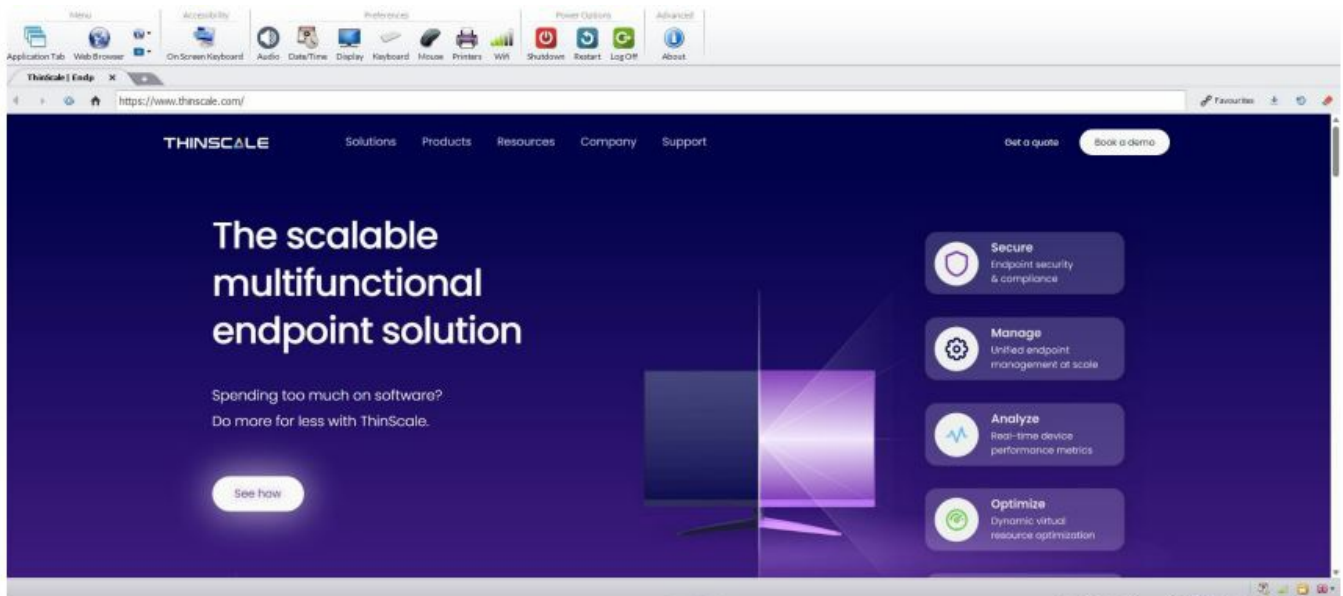
The administrative interface can be accessed via the keystroke [Ctrl] + [Alt] + [U] (and a password) or via the unlock button in the tray. This interface allows an administrator to diagnose any issues or circumvent ThinScale Desktop Agent and access the desktop directly.

Command Prompt	Launch a command prompt as the user
Windows Explorer	Launch Windows Explorer and the user's desktop
Internet Settings	Open the Internet explorer control panel item
Remote Desktop	Launches an instance of the Microsoft RDP application
Task Manager	Opens the Task Manager interface, if this interface is disabled, ThinScale Desktop Agent will enable it when an unlock command is received
Export Logs	Export the tracing log files
Custom Tools	Any applications added but restricted to administrators
Debug	Open the Debug interface. This is covered below.
Temporarily disable auto logon	To log off and manually log on once. Useful for admin access.
View Profile	View the xml profile in use by Secure Remote Worker.
View Machine Log	View the log file for the ThinScale Desktop Agent Machine Service.
Restart	Restarts ThinScale Desktop Agent (if the debug window is open, debug logging will be enabled from the start)
Exit	Closes Secure Remote Worker.

This interface is easily hidden by repeating the keystroke or pressing the unlock button again.

6. ThinScale Desktop Agent Browser Interface

TDA's browser interface gives access to a browser window within TDA.

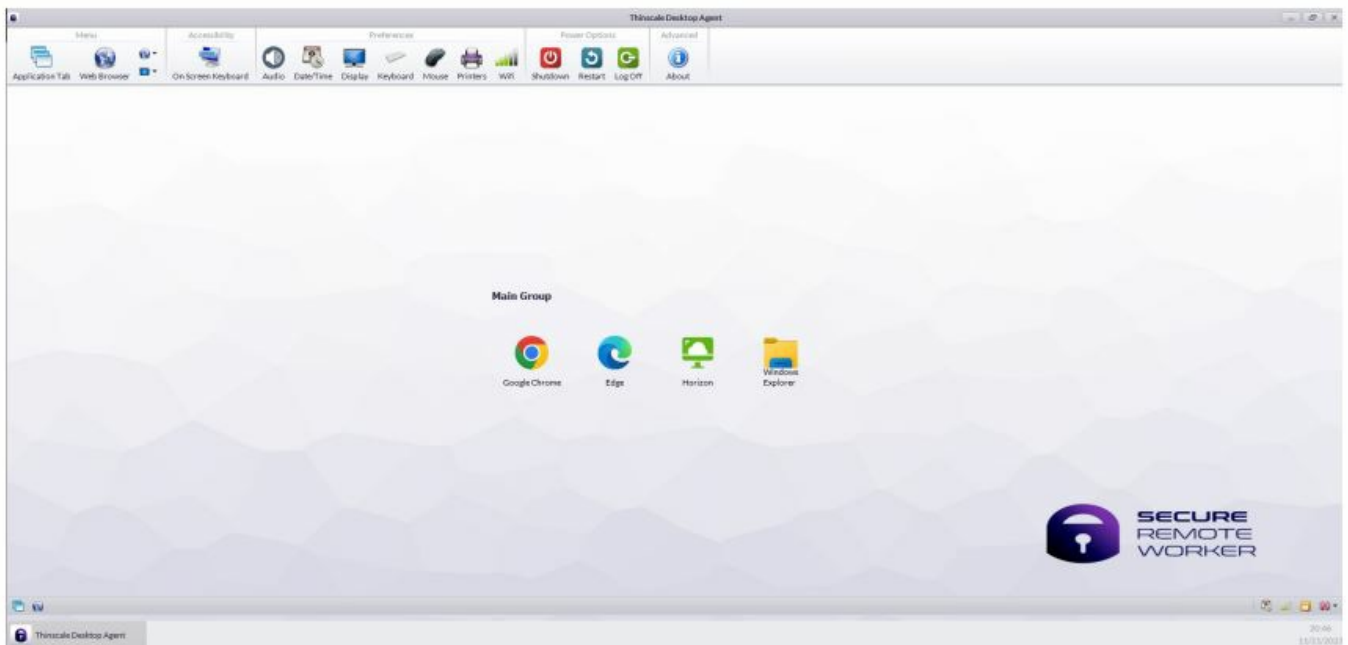


- The URL selection can be populated with VDI access websites or a link of internal/external web pages
- With the browser bar, users can now enter custom URLs if they wish
- The navigation buttons allow a more native browser experience
- All items on the interface can be hidden/disabled if required
- Cache can be cleared
- Multiple tabs can be opened

7. ThinScale Desktop Agent Applications Interface

The ThinScale Desktop Agent applications interface provides access to both locally installed applications and resources published from Citrix StoreFront, VMware Horizon and Microsoft RDS brokers.

SRW Mode



TK Mode



Local Applications Mapped Network Drives

Within the local applications Tab you can publish:

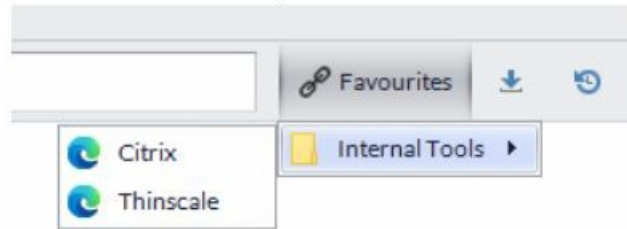
- Locally installed applications
- VMware View connections
- Citrix ICA files
- Microsoft Remote Desktop Services RDP files
- Browsers shortcuts
- Shared Network drives
- VPNs and more

The above applications can be auto launched too!


Websites

Within the Website Tab you can:

- Restrict and control every button
- Restrict access to the Web Paes behaviour
- Create Folder or multiple Folder for Favourites links



Documents / Resources

	<p>THINSCALE Desktop Agent Application [pdf] User Guide Desktop Agent Application, Desktop, Agent Application, Application</p>
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References

- [User Manual](#)