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Improper Shutdown of InTouch from within an InTouch RDS/TSE Session May Result in the License Used by that Session Becoming Unavailable to a New Session

SITUATION

InTouch licenses are returned to the License Server for use by another device/user in one of two ways:

1. Formal shutdown of InTouch WindowViewer will release the license. Methods to formally shutdown InTouch WindowViewer include: File > Exit, the Control Menu [X] button, Alt+F4 and the use of the wwControl function from within InTouch.
2. If InTouch is not formally shutdown, the License Server recognizes the license is not in use and eventually forces return of the license. The period before forced-return by the License Server varies depending on the type of InTouch application:
 - InTouch WindowViewer – (when not running an "InTouchView Application" Application Type) – The License Server will force-return the license in 2 weeks.
 - InTouch WindowViewer – (when running an "InTouchView Application" Application Type) – The License Server will force-return the license in 20 minutes.
 - InTouch WindowViewer – InTouch OMI – The License Server will force-return the license in 20 minutes.

NOTE: Sign Out or Log Off of a Microsoft OS or Remote Desktop Services (RDS) session without first formally shutting down of InTouch will NOT release a license. This includes sessions that are automatically terminated after an extended time in a disconnected state as described in [Tech Note TN709 - Terminating a Disconnected ITAA Session \(or a Remote Desktop Session\)](#).

In a standard RDS environment where each device has a single session connection to the RDS server, users can recover and return a license by simply signing back into the session, or, in the case of hardware failure, creating a session on a new machine that has been given the same hostname as the original machine. The session should have the same Device name, so it will resume use of the same license the session was using prior to improper shutdown. Then the user can either continue using that license or formally shutdown InTouch to return the License to the License Server for use by another session.

However, in a situation where a single Device is making multiple session connections to the RDS server (as with the ACP Multi Session feature, for example) sessions beyond the first session will not reconnect with the same Device name. As a result, a shutdown of the session without first properly shutting down InTouch can bind the license to a Device name that no longer exists. In this scenario, that license will not be available for another session until it is force-returned to the License Server in 20 minutes or 2 weeks, depending on the InTouch application type.

Example:

A site has purchased an InTouch RDS License for stand-alone InTouch (not InTouch for System Platform) with three (3) sessions.

The site is using the ACP Multi-Session feature to make multiple session connections to an RDS server with hostname ITRDSServer from a single terminal with hostname ITRDSCient. The first session connection is given an InTouch License associated with the Device name based on the Terminal Name (or Hostname) of the ACP ThinClient. Subsequent sessions launched on the same device are given InTouch licenses associated with a Device name based on the RDS Session Number and the hostname of the RDS Server. This results in the following:

- The license for RDS Session Number 6 is bound to the Device name of **ITRDSCient**.
 - The license for RDS Session Number 12 is bound to the Device name of **12-ITRDSServer**.
 - The license for RDS Session Number 9 is bound to the Device name of **9-ITRDSServer**.
- (Note: The Microsoft OS generates Session Numbers randomly.)

Scenario 1

RDS Session Number 12 is signed out or logged off without a formal shutdown of InTouch. This leaves the license bound to Device name **12-ITRDSServer** for two weeks. The user logs back into the RDS Server, but the Microsoft OS generates a new random Session Number. This time the Session Number is 8. This results in a new license being consumed under a Device name of 8-ITRDSServer. At this point, there are 3 active InTouch sessions, but 4 licenses are being consumed:

- The license for RDS Session Number 6 is bound to the Device name of **ITRDSCient**.
- The license for RDS Session Number 9 is bound to the Device name of **9-ITRDSServer**.
- The license for RDS Session Number 8 is bound to the Device name of **8-ITRDSServer**.
- The license for RDS Session Number 12 remains bound to Device name **12-ITRDSServer** – though the session is no longer running on the

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Scenario 2

The RDS Server hosting all three sessions experiences a crash, so the sessions close without a formal shutdown of InTouch. The licenses are not returned to the License Server, but are instead bound to their Device names for two weeks. If the original RDS Server is restored or a new RDS Server and ACP ThinClient is brought online with the original hostname - **ITRDSClient** - on opening 3 new RDS sessions only the first session will be associated with Device name **ITRDSClient** and will resume use of a license. The other two sessions will acquire licenses under new Device names depending on the random Session Numbers assigned by the Microsoft OS. At this point, only 3 active InTouch sessions exist, but up to 5 licenses could be in use.

Scenario 3

The ACP ThinClient named **ITRDSClient** experiences a permanent hardware failure. InTouch remains running in the now disconnected sessions that are left running on the RDS Server. Subsequently, the licenses are not returned to the License Server as they are in use. If a new ACP ThinClient is installed and configured to log into the same RDS Server with the same user credentials, the running RDS sessions can be resumed on the new ACP ThinClient. The new ACP ThinClient is not required to have the same name as the original. Only the same RDS Server and user credentials are required. In this scenario, no additional licenses are consumed.

Scenario 4

The ACP ThinClient named **ITRDSClient** experiences a permanent hardware failure and the sessions that are left running on the RDS Server are Terminated without proper shutdown of InTouch. Three licenses will remain consumed under **ITRDSClient**, **12-ITRDSServer** and **9-ITRDSServer**. In order to resume use of the license bound to Device name **ITRDSClient**, a new ACP ThinClient with the same Terminal Name (or Hostname) will need to be reconnected to the RDS Server and launch a new session. Subsequent sessions started from the same ACP ThinClient may consume additional licenses based on the random Session Number generated by the Microsoft OS.

- **NOTE 1:** All the Scenarios above are not specific to ACP ThinManager / ThinClient systems. The same scenarios apply to RDS Client Sessions launched from Microsoft Operating Systems such as Windows 7, 8, 10, etc. It also applies to InTouch Access Anywhere Sessions.
- **NOTE 2:** If two or more RDS Sessions are launch from the same Device at the roughly the same time, it is possible that no licenses will be bound to the Hostname of Device and all licenses will be bound to the Session number and the RDS Server name. This was frequently seen when ACP ThinClients were configured to launch multiple RDS Sessions during their start up.
- **NOTE 3:** Licenses can also be bound to Session ID and RDS Server name in the following Scenario.
 - User1 signs into an RDS Session from a terminal named **ITRDSClient** and starts InTouch. An InTouch License is bound to Device name **ITRDSClient**. User1 disconnects from the session without shutting down InTouch nor the RDS Session. InTouch remains running on the RDS Server.
 - User2 signs into an RDS Session from the same terminal named **ITRDSClient** and starts InTouch. An InTouch License is bound to a Device name **5-ITRDSServer**, which is associated with the Session ID and the Server Name. This is because, even though the RDS Session is disconnected, InTouch is still running on the Session and there is a license already bound to Device Name **ITRDSClient**.

ACTION

To avoid this scenario it is important, when possible, for users to formally shutdown InTouch running in session before signing out or logging off the session. This will return the license to the License Server immediately so it can be used by another session. DO NOT use the automated features in the Microsoft OS to Terminate Disconnected sessions as described in *Tech Note [TN709 Terminating a Disconnected ITAA Session \(or a Remote Desktop Session\)](#)*.

If a license becomes unavailable for use, as with hardware failure or in situations similar to the example provided above, the user must wait for the license to be force-returned to the License Server in 20 minutes or 2 weeks, depending on InTouch application type. If unable to wait until the force-return of the License, users may call Wonderware Technical Support to request a temporary license to replace the bound license until force-return occurs.

The Wonderware development team is currently reviewing this behavior for possible enhancements in a future release, patch or fix. If a fix becomes available, this Tech Alert will be updated with information on how to acquire it.