



Technical White Paper

WISH Licensing on Windows Remote Desktop Server (RDS)

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Products Covered:

Women In Safe Housing® (W.I.S.H.) version 3.4.x and up running on Windows RDS (Remote Desktop Server)

Background:

With the release of W.I.S.H. 3.4.01 in January 2016, the method of licensing the product was changed. The goal was to provide a simplified method of licensing the product from year to year as we rolled out new major versions and also for the customers who were using W.I.S.H. under a SaaS license which requires them to relicense every quarter.

This newer method also had the goal of getting rid of the requirement to download and import the License Key file which presented challenges if all of the users were not logged out of the program while you were trying to import the License Key file.

And lastly, we wanted to resolve the issue of licenses being cancelled when workstations accessed the data through an alternate drive letter or where one workstation might use the "UNC" naming convention while another would use a mapped drive letter. The new method now works regardless of how the workstations are "pointed" to the data and the licenses no longer get cancelled.

The Issue:

What we have found since releasing this new method of licensing is that there are sometimes licensing challenges in getting this new method to work in an environment that employs Windows Remote Desktop Server (formerly known as Terminal Server). Furthermore, while some sites report no problems, other sites had no trouble whatsoever.

Of course, in testing here, we did not see any of those issues nor have we been able to reproduce or identify the exact reason why the method fails at some sites and not others.

In some cases, the failure will cause an error to popup when you start WISH that looks very technical, while in other cases, the use of the program on the Remote Desktop may simply cause the licenses to be cancelled informing you that no licenses are free for you to use the program.

The Solution:

The good news is that the solution is very simple. The W.I.S.H. program knows where your data is located based on the contents of a file called “**LicenseFile.INI**”. By default it is located on every workstation in the same folder:

C:\Grasp Software Corporation\Women In Safe Housing 3\Data

Of course, if you installed W.I.S.H. and did not accept the default location, then this folder could be somewhere else.

The solution is to edit this file **ON THE REMOTE DESKTOP SERVER** so that it refers to the location using a UNC reference rather than a drive letter. In our experience so far, we have found that sometimes a drive letter reference works but (for some reason) at some location fails. We have found that in all cases, switching to a UNC reference works all of the time.

For example, if this file on the Remote Desktop Server looks like this:

```
[Default]
LICSPATH=W:\WisDB\Datalive\Licenses
LIVEPATH=W:\WisDB\Datalive
```

Edit the file to replace the mapped drive W: with the UNC replacement. If W: maps to “\\MYCorpServer\WishData”, then you would edit and modify the file to this:

```
[Default]
LICSPATH=\\MyCorpServer\WishData\WisDB\Datalive\Licenses
LIVEPATH=\\MyCorpServer\WishData\WisDB\Datalive
```

Making this modification seems to alleviate the problems that we have seen.

If W.I.S.H. is installed on a Remote Desktop Server and points directly to a local drive letter, you may have to create a Sharename and then modify the LicenseFile.INI to look at the Sharename UNC rather than the drive letter.

In short, from here on in, the preferred choice is to always point to the data using a UNC name (ie sharename) rather than a drive letter.

Questions:

If you continue to experience problems or have more questions, reach out to our support department for assistance at support@grasp.ca