

RUNNING TIMBUKTU PRO 8.6.0 ON WINDOWS VISTA

The new Windows Vista is a radically different version of the previous Microsoft Windows OS. Timbuktu Pro version 8.6.0 runs on Windows Vista using a special built-in compatibility layer.

When running on Windows Vista, the remote-control, file-transfer, and Skype features in Timbuktu Pro 8.6.0 work normally. However, because of the OS-level changes in Windows Vista, certain constraints for incoming Timbuktu Pro access have been introduced. In addition, there are a number of known issues.

Most importantly, because of specific application-recognition requirements within Windows Vista, **Timbuktu Pro version 8.6.0 is the *only* version of Timbuktu Pro that will run on Vista.**

If you wish to run Timbuktu Pro on Windows Vista, please follow the instructions in this document as you install and configure it. In addition, please visit the Timbuktu Pro Web site, where updated information will be posted as it becomes available.

<http://www.netopia.com/software/products/tbz/>

http://www.netopia.com/software/products/tbz/win/vista_86.html

TIMBUKTU PRO AND VISTA VERSION REQUIREMENTS

Timbuktu Pro version 8.6.0 is the *only* version of Timbuktu Pro that will run on Windows Vista. This version of Timbuktu Pro is specifically recognized by the Vista operating system as an application it can run. Older and newer versions (including 8.6.x versions) are not supported.

In addition,

- Timbuktu Pro version 8.6.0 has been tested only on the Business and Ultimate versions of Vista. Compatibility with other versions of Vista may vary.

- For Timbuktu Pro support, Vista installation must be performed as a new installation. You cannot use a version of Vista that has been upgraded from Windows XP or Windows 2000.

INSTALLING TIMBUKTU PRO ON WINDOWS VISTA

Please use the following procedure to install Timbuktu Pro 8.6.0 on Windows Vista.

Note: Timbuktu Server and Network Installer installation are not supported for Windows Vista.

TO INSTALL TIMBUKTU PRO 8.6.0 ON WINDOWS VISTA

1. If you have a Timbuktu Pro CD, insert it into your CD-ROM drive and open the CD folder.
If you downloaded the *Tb2ProWin.exe* file, double-click it. You can specify the folder where the Timbuktu Pro installation files will be extracted.
2. Double-click the *TimbuktuPro.msi* file.
3. Windows will display the Program Compatibility Assistant. In the Compatibility Assistant window, click *Run Program*.
4. The Timbuktu Pro Setup Wizard will open. Click *Next* and proceed normally with the Timbuktu Pro installation.
5. During the installation, the Windows User Account Control window will warn you that “An unidentified program wants access to your computer.” Click *Allow* to permit the Timbuktu Pro installation to proceed.
6. When Timbuktu Pro installation is complete, you will be notified. Click *Finish* to close the Timbuktu Pro Installer.

TO RUN AND CONFIGURE TIMBUKTU PRO 8.6.0 ON WINDOWS VISTA

Now you must run Timbuktu Pro and configure it for Windows Vista. Note that Timbuktu Pro will *not* run automatically after you install it.

1. Open the Windows *Start* menu and click *Programs* ▶ *Timbuktu Pro* ▶ *Timbuktu Pro* to start Timbuktu Pro.
2. Windows will again display the Program Compatibility Assistant. In the Compatibility Assistant window, click *Run Program*.
3. Two dialog boxes are displayed.
 - One dialog box indicates that the Timbuktu Pro service could not be started. You will configure Timbuktu Pro to avoid this error later in this procedure. Click *OK* to continue.
 - The second dialog box reads “Unable to initiate a TCP/IP connection.” This message is harmless and can be ignored. Click *OK* to continue.
4. Open the main Timbuktu Pro window. (Right-click the Timbuktu Pro icon in the system tray on the taskbar. From the shortcut menu, choose *Open*.)
5. From the *Setup* menu, choose *Preferences*.
6. On the *General* tab in the Preferences dialog box, clear the *Start Timbuktu Pro as a Service* check box.

Note: Windows Vista does not support starting Timbuktu Pro as a service. You *must* clear this check box to enable Timbuktu Pro to function correctly.
7. On the *Observe/Control Host* tab in the Preferences dialog box, make sure the *Lock My Computer when Users End Control Sessions* check box is cleared.

This option forces your computer to lock (as if you had pressed CTRL+ALT+DEL and chosen *Lock Workstation*) when an incoming Control session ends. When your computer is locked, it cannot accept any incoming Timbuktu Pro connections.
8. Click *OK* to save your changes and close the Preferences dialog box.
9. Restart your computer.

Until you restart your computer, Timbuktu Pro will not be able to accept incoming connections.
10. Once again, open the Windows *Start* menu and click *Programs* ▶ *Timbuktu Pro* ▶ *Timbuktu Pro* to start Timbuktu Pro.

The “Unable to initiate a TCP/IP connection” error message may appear again. (It may appear each time you start Timbuktu Pro.) This message is harmless and can be ignored. Click *OK* to continue.

Once you have rebooted the computer and started Timbuktu Pro, all Timbuktu Pro services will work normally. See the following section, [“Known Issues with Timbuktu Pro 8.6.0 on Windows Vista,”](#) for exceptions.

KNOWN ISSUES WITH TIMBUKTU PRO 8.6.0 ON WINDOWS VISTA

The following issues are known to occur when you run Timbuktu Pro 8.6.0 on Windows Vista.

INCOMING ACCESS ISSUES

- Timbuktu Pro does not start automatically when you start the computer, and therefore will not accept incoming connections. It must be started manually after you log in to Windows.
- Incoming Timbuktu Pro connections are supported only when you are logged in to the host computer. You cannot connect to a remote computer that does not have a local user logged in. If you start Timbuktu Pro and then log out of Windows, incoming connections will not be accepted.
- Timbuktu Pro cannot accept incoming connections when the host computer is running in Secure Desktop Mode. This may occur when Windows makes a security-related change or runs a command as an Administrator. Secure Desktop Mode is also active when the screen saver is running or when the screen is locked. For the most reliable availability of a host computer, disable the screen saver and automatic desktop locking.

OTHER ISSUES

- When you run Timbuktu Pro, you may see occasional TCP/IP-related error messages such as “Unable to initiate a TCP/IP connection.” These messages are harmless and can be ignored. Click *OK* to continue.
- If a host computer enters Secure Desktop Mode while you are controlling it—for example, to run a command as an Administrator—a security dialog box will open on the host computer and the Control session will pause. You cannot continue the Control session until a user with physical access to the host computer closes the security dialog box.
- Timbuktu Server and Network Installer installation are not supported for Windows Vista.
- The Timbuktu Pro uninstall process is not reliable. If the removal process fails, it may be impossible to completely remove all traces of Timbuktu Pro from the Vista computer.