# Support

#### Checklist

# Checklist for sending a support email about AADS Terminal Server

#### **Documentation**

## **Enterprise Terminal Server Manual**

### **Small Terminal Server Manual**

### **Microsoft Windows Licenses**

When using a product like AADS Terminal Server, you can read the Microsoft Windows License Terms for information about the required Microsoft Licenses.

Microsoft License Terms can be downloaded from the Microsoft Website.

We have already downloaded the following Microsoft Windows License Terms for you:

- Windows 7 Professional
- Windows 7 Ultimate
- Windows Vista Business SP1
- Windows Vista Enterprise SP1
- Windows Vista Ultimate SP1
- Windows XP SP2

# Windows 7 Professional, Windows 7 Ultimate

#### Paragraph 3 g. specifies:

Remote Access Technologies, Remote Desktop: Other users may access a session from any device using these technologies, if the remote device is separately licensed to run the software.

## **Windows Vista Business SP1**

### Paragraph 3 d. specifies:

Remote Access Technologies, Remote Desktop: Other users may access a session from any device using these technologies, if the remote device is separately licensed to run the software.

## **Windows Vista Enterprise SP1**

## Paragraph 4 d. specifies:

Remote Access Technologies, Remote Desktop: Other users may access a session from any device using these technologies, if the remote device is separately licensed to run the software.

# Windows Vista Ultimate SP1

## Paragraph 4 . specifies:

Remote Access Technologies, Remote Desktop: Other users may access a session from any device using these technologies, if the remote device is separately licensed to run the software.

#### Windows XP SP2

## Paragraph 1.4 specifies:

You may use the Software's Remote Desktop feature (or other software which provides similar functionality for a similar

purpose) to access a Workstation Computer Session from any Device provided you acquire a separate Software license for that Device.

# Remote / Any Device

The "remote or any device" is licensed, for example, when it is a PC or Thin Client Device with a Windows License.

#### **Windows Server**

We can unfortunately not inform you in an "easy, simple" way about the License Terms for Microsoft Windows Server, because those License Terms are far to complicated for this FAQ to describe them. Advice on Microsoft Windows Server licensing is a special job in itself.

Possible the following sources of information are helpful as a start:

- Microsoft Windows Server 2008 Licensing Guide Quick Reference (source Microsoft)
- Obtain public available information

If it is not possible to determine what is, or is not required with regards to Microsoft Windows Server Licenses,

- Contact Microsoft or your Microsoft Windows reseller
- Seek external advice: Consultancy for Microsoft Windows Licenses

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