

Install and Authorization Instructions for Using JAWS, ZoomText, and Fusion with Remote Access Software

As of the April 2019 updates of Fusion, JAWS, and ZoomText, it is possible to use each product when working in a remote access Session (either Citrix or Remote Desktop services). All you need is the proper license installed on the client-side computer and the software installed correctly on both the client and the “server/remote” computer.

To take advantage of remote access support, you must add remote authorization to an existing Professional or Home license of JAWS or Fusion. There is a one-time fee to add this Remote Access authorization option and once purchased, you can use the software in remote access environments for the life of that license. For information and cost to add this remote option to your existing license, contact your Freedom Scientific representative or dealer. Please note, that while it is possible to use an install of ZoomText only with Remote Desktop and Citrix, you will be required to upgrade your license to a Fusion license for that to work.

This document outlines the detailed criteria that must be met for the connection/handshaking between our products on the two computers to work.

For additional information on setting up and configuring remote access software, there are a number of online resources available. A couple options include:

- Information on setting up Remote Desktop on Windows 10: <https://m.windowscentral.com/how-use-remove-desktop-app-connect-pc-windows-10-0>
- Keyboard shortcuts for Remote Desktop on Windows 10: <https://winaero.com/blog/rdp-keyboard-shortcuts-windows-10/>
- Information on configuring Citrix: <https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/install-configure.html>

Minimum Server System Requirements

- **Operating System:** Windows Server 2008 R2 or later.
- **CPU:** 2 CPU-cores with 1 additional CPU-core every 2 users.
- **Memory:** 500 MB per user. The requirements of the operating system and other third party applications must also be taken into account and added to this value.
- **GPU:** A virtual or physical GPU.

For more information on tuning your server, see

<https://docs.microsoft.com/en-us/windows-server/administration/performance-tuning/hardware/>.

Expected Behavior

The following table provides an overview of how things should work once a license is properly authorized as well as depending on the software running on the client and server.

Client Software	Server ZoomText	Server JAWS	Server Fusion
Client ZoomText Fusion License including Remote Access	Works as expected	n/a	Error message, requires matching products
Client JAWS JAWS or Fusion License including Remote Access	n/a	Works as expected	Speech/Braille yes, But no magnification (a Fusion license must also be activated on the server)

Client Fusion Fusion License including Remote Access	Error message, requires matching products	Speech/Braille yes, but no magnification	Works as expected
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Setting up Standalone Authorizations

- Whatever product (Fusion, JAWS, or ZoomText) is going to be running on the Client side, must also be installed on the Server Side. While the versions do not have to be an exact match, they should both at least be the April 2019 release or later. For best results, we highly recommend that you try to match versions on both sides if at all possible.
- You must be running matching products on the server and client. For example, if Fusion is installed on the server but only ZoomText is running on the client, you can only run ZoomText on the server.
- The client-side installed product (Fusion, JAWS, or ZoomText) must be authorized using a local License Key that includes Remote Access Support.
- Since the Remote Access Flag can only be added to Fusion or JAWS licenses, ZoomText users will be required to have Fusion Authorization.
- Confirm your Client License has Remote Access authorization by looking at the About Box of your software on the client computer to verify it says “Remote Access: Enabled.”

Options to Consider Based on Each Product

ZoomText

ZoomText only users should install and authorize ZoomText on the client side using the new Fusion Authorization code with the Remote Access authorization that was acquired.

Note: If there was previously a ZoomText license installed on the client, please be certain to delete the ZoomText License as described below after updating to a Fusion License. This is the only way to be certain that ZoomText will use the Fusion License with Remote Access Enabled when it starts. If both a Fusion and ZoomText license are on the computer, ZoomText will default to the ZoomText license rather than the Fusion license which will prevent Remote Access from working.

To remove the ZoomText license, do the following:

1. From the ZoomText UI, open the “ZoomText” Menu (**ALT+Z**).
2. Open the “Manage License” submenu.
3. Select “Explore Utilities Folder.”
4. When the folder opens, choose “Remove ZoomText Activation.”
5. Restart ZoomText and it will now use the new Fusion Activation you previously installed.

JAWS

JAWS only users can install JAWS and authorize with either a JAWS or Fusion Authorization, provided the remote access option is enabled for the authorization (license) to be used. Please verify if Remote Access is Enabled or Disabled in the About Box.

Note: if there was previously a JAWS license installed on the client, and you now have a Fusion License with Remote Access enabled, you must first delete the JAWS only License off the client computer as described below and activate with the Fusion License. This is the only way to be certain that JAWS will use the Fusion License with Remote Access Enabled when it starts. If both Fusion and JAWS licenses are on the computer, starting JAWS only will default to the JAWS license rather than the Fusion license preventing Remote Access from working.

To remove the JAWS only license, do the following:

1. From the JAWS UI, open the “Utilities” Menu (**ALT+U**).
2. Select “Explore Utilities Folder.”

3. Choose “Remove JAWS Activation.”
4. Restart JAWS and it will now use the new Fusion Activation you have installed.

Fusion

Fusion users should install Fusion and activate with the Fusion Authorization with remote access enabled. Please verify if Remote Access is Enabled or Disabled in the About Box.

Note: in all cases, you should install the same software on the Server/Remote computer that matches the software running on the Client. In other words, if you are only using ZoomText on the Client, you only need to install ZoomText on the Server.

Authorizing the Software on the Server/Remote Computer

If you do not intend on using JAWS, ZoomText, or Fusion on the server side, then it is not necessary to activate a license on that computer. The software installed on the server/remote computer will get its authorization during the Citrix or Remote Desktop Session from the client-side license that has Remote Access Enabled.

In most cases, you will not put authorization on the server computer. If you ever intend to sit down and run the product locally, then you would activate at that time as you would any other computer. You will also need to put authorization on the server if you are using XenDesktop or another thin client solution where you remotely connect to a server from a terminal that does not support installing JAWS, ZoomText, or Fusion.

Note: *Thin client software like XenDesktop only works with JAWS or ZoomText when each product is running by itself. It will not work when both products are running together or as Fusion at this time.*

Network License Server Authorization

- In the event the Client version of your product is being Authorized using a Network License Server Key, Remote Access would need to be added to all seats for the Multi User License Server.
- When this is true, the About Box will reflect “Remote Access: Enabled” as it does for standalone licenses.
- In the event only one person on the network needs the added support, consider purchasing a single standalone license for that client machine.

Available Modes When Running Freedom Scientific Software on a Server

JAWS

JAWS on the server/remote computer offers the following modes:

- **Server Mode:** Requires a JAWS client to be connected in order to output speech and Braille. Authorization is also obtained from the client side license.
- **Dormant Mode:** **There is no speech or Braille output and JAWS does not look for a license until a JAWS client connects. Consider using this mode when not everyone connecting to the server requires a screen reader. When a client with a running instance of JAWS connects, the dormant instance of JAWS on the server wakes up and begin sending speech and Braille to the client. If JAWS is not running on the client when it connects, then the server instance of JAWS remains dormant and uses a trivial amount of resources.**

To enable Dorman Mode, launch JAWS on the remote computer with the /WaitForClient command line argument while a client is currently not connected. A JAWS icon appears in the System Tray with the following two options:

- **Run Standalone:** Starts a full instance of JAWS.
- **Exit:** Completely shut down JAWS on the server/remote computer.

Once a client JAWS connects, JAWS on the remote computer instantly switches to Server Mode and begins to output speech and braille on the client computer.

If a client is currently not connected, you can also set JAWS to always use Standalone Mode by launching JAWS with the /StandAlone command line argument. A license must be installed on the remote computer in order to run JAWS in this mode.

ZoomText or Fusion

If you start ZoomText or Fusion with the /WaitForClient command line argument and no client is currently connected, ZoomText or Fusion will display the full UI, however, “Disconnected” will be displayed in the title bar. This will change to “Connected” as soon as a client connects.

For remote environments like Citrix where you need to publish applications to the client computer, you can start ZoomText or Fusion with the /PublishedApps command line argument. When using this option, the ZoomText or Fusion UI is displayed on the client side, but no UI is displayed on the server side. Any settings changes that are made using the UI on the client computer will still be applied on the server as expected. This setting prevents two instances of ZoomText or Fusion appearing on the client’s taskbar or in the **ALT+TAB** order, which could cause confusion.