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# User Manual for Neoware Appliances Running Windows CE

Microsoft® Windows® CE  
Neoware Software Release 5.3



## Windows-based Appliance Quick Reference Guide

To...	Press....
Display the Connection Manager	CTRL + ALT + END
Display the next or previous connection	CTRL + ALT + ↑ or ↓
Display the default connection	CTRL + ALT + HOME
Display the Terminal Properties dialog box <sup>1</sup>	F2 KEY

<sup>1</sup>From the Connection Manager.

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**Production note:** This manual was entirely designed, written, edited, and illustrated on Neoware information appliance computers using Neoware's embedded software.

2.18.2002

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## FCC regulatory and safety information

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FCC regulatory and safety information can be found in the Quick-Start Guide that came with your appliance, and on the Support section of the Neoware website which can be found at:

<http://www.neoware.com/support.html>

## CANADA ICES/NMB-003 Class/Classe (B)

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This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## Neoware Hardware Warranty

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Neoware hardware warranties can be found in the Quick-Start Guide that came with your appliance, and on the Support section of the Neoware website which can be found at:

<http://www.neoware.com/support.html>

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# Safety Instructions

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Please read these safety instruction carefully and keep this user's manual for later reference.

1. **Before removing the outer case from the appliance always disconnect the AC power cord to prevent the possibility of dangerous electrical shock.**
2. **Before cleaning, disconnect the appliance from AC power. Do not use liquid or sprayed cleaning products to clean the unit. Instead, use a moistened sheet or cloth for cleaning.**
3. **Be sure not to expose the appliance to excessive humidity.**
4. **Be sure to install the appliance on a secure surface. A falling appliance could cause injury.**
5. **Place the power cord in such a way to avoid people stepping on it. Do not place anything over the power cord.**
6. **Be sure to note all cautions and warnings on the appliance.**
7. **If the appliance is not used for a long period of time, disconnect the AC power to avoid damage caused by voltage transients.**
8. **Never pour any liquid into any appliance openings: This could cause fire or electrical shock.**
9. **If one of the following situation occurs, be sure to get the appliance checked by a qualified service technician:**
  - a. **The power cord or plug is damaged.**
  - b. **Liquid penetrates the appliance case.**
  - c. **The appliance is exposed to moisture.**
  - d. **The appliance does not work well or you cannot get it to work according to the user's manual.**
  - e. **The appliance has been dropped or damaged.**
  - f. **If the appliance has obvious signs of breakage.**
10. **The appliance should be stored and used only in temperature and humidity controlled environments. Storing appliances below -20°C (-4°F) or above 60°C (140°F) may cause damage.**
11. **The sound pressure level at the operators position according to IEC 704-1:1982 is equal or less to 70dB(A).**
12. **The input power cord shall be minimum H05VV-F, 3G, 0.75mm<sup>2</sup>, rate minimum 6A.**
13. **The appliance should be used only where ambient air temperatures are maintained below 40°C.**





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# Introduction

*This introduction describes the purpose and structure of this manual, as well as other sources of information.*

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## Overview

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### **Purpose and intended readers**

This manual explains how to use Neoware thin client appliances that are powered by Neoware Software incorporating the Microsoft® Windows® CE operating system. It's intended primarily for end users, though administrators, evaluators, and others will find it helpful, too.

### **Organization**

We recommend that you read the chapters of this manual in order. The main topics covered are:

- Unpacking and setting up your Eon or Capiro thin client appliance.
- Configuring your Eon or Capiro thin client appliance for your network.
- Connecting to one or more servers.
- Changing the appliance properties of your Eon or Capiro thin client appliance.

This manual doesn't explain how to use the Windows desktop or Windows-based applications. To learn how to use them, read their documentation.

## **What is an Eon 3000, Capiro 600, or Capiro II?**

Eon 3000 Series, Capiro 600 Series, and Capiro II Series devices are Windows-based Terminal thin client appliances that let you use applications running on Microsoft Windows application servers, as well as applications running on UNIX/Linux servers, midrange, and mainframe computers, and on the Internet/intranet. Compared to personal computers, Eons and Capiros are relatively simple devices, since most of the computing is done by the servers.

Your Eon or Capiro can connect to servers running Microsoft Windows 2000 Server (as well as Advanced Server and Datacenter Server versions), Microsoft Windows NT 4 Server, Terminal Server Edition (TSE), and to servers that are running Citrix MetaFrame®, WinFrame®, or Citrix Device Services (CDS). Using the Pericom terminal emulation suite, you can also connect to mainframes and minicomputers. Plus, you can connect printers, modems, bar code scanners, and other peripheral devices to your Eon and Capiro. Some models of Eons and Capiros include Microsoft Internet Explorer Web browser for viewing and printing HTML Web pages.

Eons and Capiros aren't difficult to use. If you know how to use a personal computer, or even if you don't, you can use an Eon or Capiro.

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## **Getting More Information**

### **The Internet**

Current and archival information about Neoware products, including the latest software updates, is available at:

<http://www.neoware.com>

In addition, this user manual and other Neoware documentation are available at the Neoware Web site for browsing or downloading.

### **Technical support**

For technical support regarding Neoware products, call Neoware at +1.610.277.8300 or send an e-mail message to [support@neoware.com](mailto:support@neoware.com).



## CHAPTER 1

# *Setting Up Your Neoware Thin Client Appliance*

*This chapter describes how to set up your thin client appliance.*

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## Unpacking Your Neoware Thin Client Appliance

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**Packaging contents**

Your Neoware Eon or Capio thin client appliance typically is shipped in cartons, containing these items. Depending on the shipping configuration, one or more of the items may be contained in separate shipping cartons (such as a monitor, keyboard, and mouse):

**Thin Client Appliance**

- A keyboard with cable attached.
- A mouse with cable attached.
- A power cable.
- Stabilizing feet or stand for using the Eon or Capio in a vertical orientation.

**Monitor**

- A monitor power cable (attached to some monitors).
- A monitor video cable (attached to most monitors).
- A tilt/swivel base, attached or unattached.

To unpack your Neoware appliance, open the cartons carefully, remove the components, and save the packing materials in case you need to repack them.

## Connecting the Components

### Back panel connectors

#### FYI

The serial and parallel ports can be used with ICA and terminal emulation connections.

The diagrams on the following page below show the back panels of the Eon 3000, Capio II, and Capio 600 thin client appliance models.

The following is an explanation of the different connections that can be found on Neoware appliances.



- **MOUSE** is a PS/2-type mouse port.



- **KEYBOARD** is a PS/2-type keyboard port.



- **LAN** is an RJ-45 jack. The appliance automatically detects and connects to either 10BaseT or 100BaseT (twisted-pair) Ethernet.



- **PARALLEL** is a standard DB-25 parallel port for local printers.



- **COM 1** (and **COM 2** on Eon and Capio II) are DB-9, RS-232 serial ports. Depending on which software version is loaded in the thin client appliance, serial ports may be used for peripheral devices such as modems, personal digital assistants (PDAs), and bar code scanners.



- **USB** ports (two Type A USB ports)



- **MIC** is a 3.5 mm microphone jack.



- **LINE IN** is a 3.5 mm line audio input jack.



- **LINE OUT** is a 3.5 mm audio output jack.

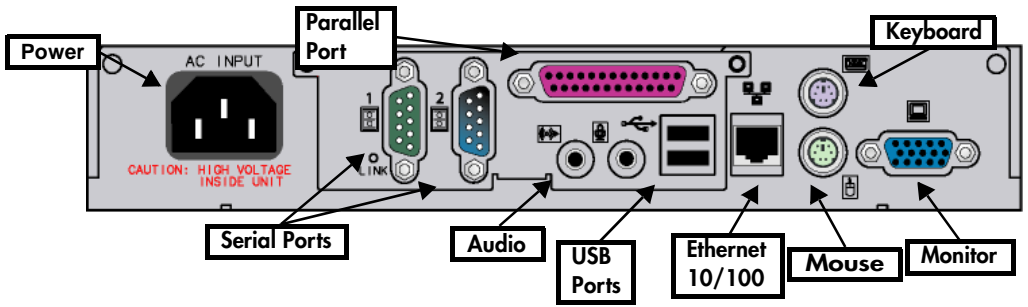


- **MONITOR** is a standard DB-15, high-density, VGA-type monitor connector.

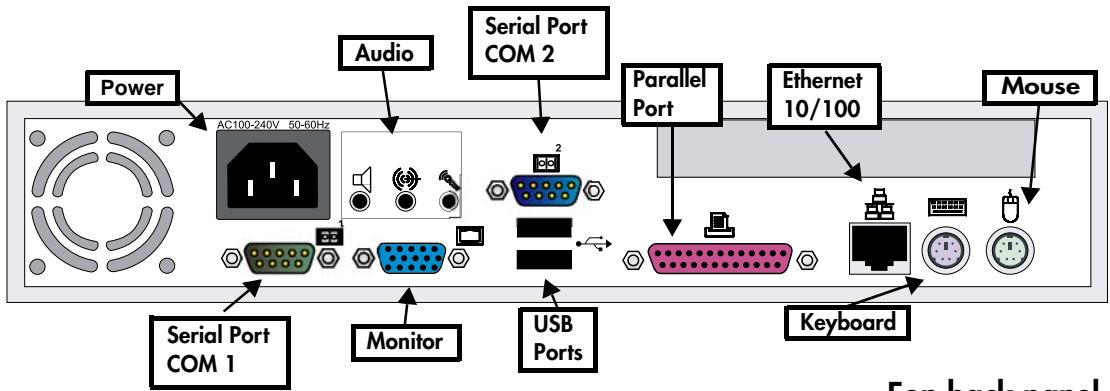
- The power supply connects through the supplied power cable. It automatically detects and accepts either 120 VAC or 240 VAC line voltage.

### Connecting the cables

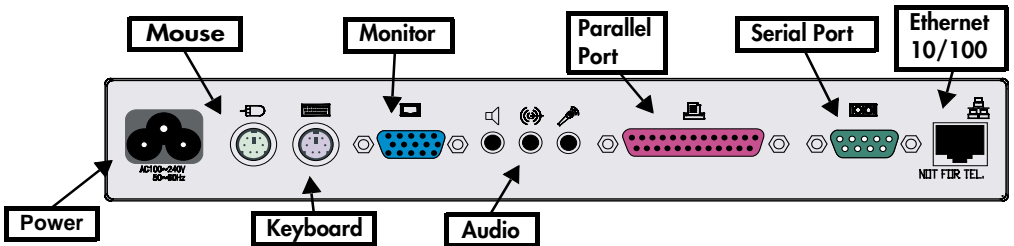
- 1 **Connect the keyboard cable to the KEYBOARD port.**
- 2 **Connect the mouse cable to the MOUSE port.**



Caprio II back panel



Eon back panel



Caprio 600 back panel

**3 Connect the monitor video cable to the MONITOR port.**



Don't overtighten the screws. The video cable connection to the monitor varies. Some monitors have attached video cables.

**4 Connect the monitor power cable to a power source.**

**5 Connect the power adapter cable into the socket.**

**6 Connect a twisted-pair, 10BaseT or 100BaseT Ethernet cable into the LAN jack.**



This RJ-45 jack looks like a telephone jack.

**7 Arrange your appliance and monitor in your work area.**

Eon and Capio thin client appliances are designed to be placed underneath your monitor or beside the monitor (in a vertical orientation using the provided foot or stand).

## Connecting peripheral devices

You can connect a modem, printer, bar code scanner, and other peripheral devices to your Neoware appliance.

- 1 If your appliance is turned on, log off all its open connections, and then turn off the appliance.**
- 2 If you have a local printer, connect its cable to the PARALLEL port.** You can also attach local serial printers to either serial port: COM 1 or COM 2.
- 3 If you have an external modem, bar code scanner, or other serial device, connect its cable to a serial port (COM port).**
- 4 Turn on your appliance and then the peripheral device.**

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## Using the Front Panel

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### Eon Front Panel

Here are the details of the Eon front panel (see drawing on the following page).

- **To turn on your Eon**, push in the triangular on/off **ⓘ** switch on the front panel.
- **To turn off your Eon**, push the on/off switch again.
- The *network activity indicator* lights when network activity is detected by the Eon. Amber color indicates a 10 BaseT connection. Green color indicates 100 BaseT connection.
- The *power indicator* lights when your Eon is powered on.

### Capio II Front Panel

Here are the details of the Capio II front panel (see drawing on the following page).

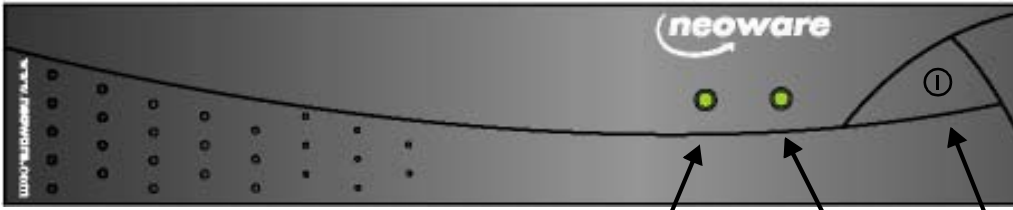
- **To turn on your Capio II**, push in the oval on/reset **ⓘ** switch on the front panel.
- **To reset your Capio II**, push and hold the on/reset switch for four seconds.

Note: To power off your Capio II you must unplug the power cord.

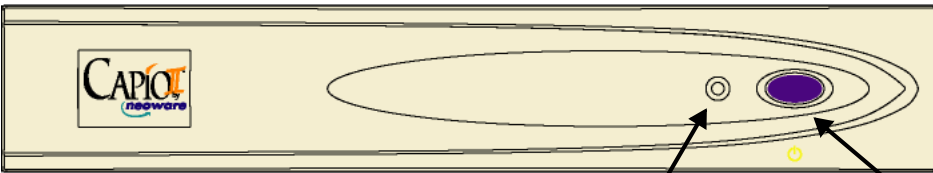
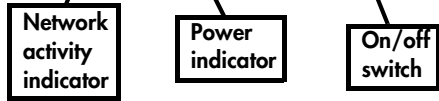
### Capio 600 Front Panel

Here are the details of the Capio 600 front panel (see drawing on the following page).

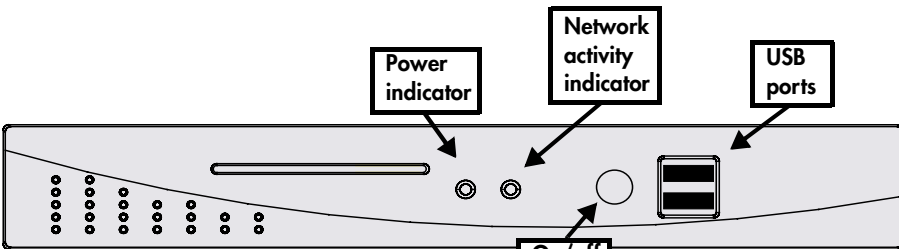
- **To turn on your Capio 600**, push in the silver circular on/off button on the front panel.
- **To turn off your Capio 600**, push the on/off button again.
- The *network activity indicator* lights when network activity is detected by the Capio 600. Amber color indicates a 10 BaseT connection. Green color indicates 100 BaseT connection.
- The *power indicator* lights when your Capio 600 is powered on.



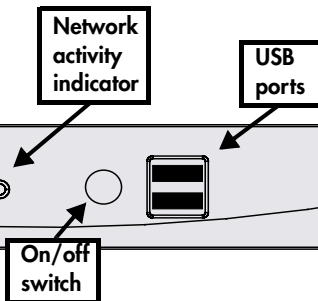
**Eon front panel**



**Capio II front panel**



**Capio 600 front panel**



## Arranging Your Work Area

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**Getting comfortable** These tips will help reduce eye strain and body fatigue when using your Neoware appliance:

- Adjust your chair seat level so that your feet are flat on the floor, your legs form a right angle with the floor, your knees are free of the chair seat, and your lower back is fully supported.
- Adjust the chair height the keyboard and mouse are at elbow height so your wrists are straight and supported.
- Maintain a neutral neck posture with the top of the monitor no higher than your eye level.
- Adjust the monitor and lighting to reduce glare on the screen and to place the monitor at a correct distance for your vision.
- Take periodic breaks to stretch your arms and wrists and rest your eyes.





## CHAPTER 2

# Configuring Your Neoware Appliance

*This chapter describes how to configure your Neoware thin client appliance for your network.*

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## Automatic Appliance Properties Configuration

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### Automatic Appliance Properties Configuration

Neoware software incorporating Windows CE contains the ability to be configured automatically from the server. Using Neoware's ezRemote Manager software, the network administrator can create a properties configuration template which each appliance will pull from the server when it is powered on. The appliance will also continue to check for changes to the properties configuration template every time it is powered on. For more information on automatic server configuration, please consult Neoware's ezRemote Manager documentation.

**Note:** If the automatic properties configuration is used, then the setup wizard will not appear when the appliance is booted for the first time.

---

## Selecting the Initial Configurations

---

### Before you begin

To make configuring your Neoware appliance easier, ask your system administrator to answer these questions before you begin:

- **Does your network use DHCP to supply IP addresses?**

If not, what is the static IP address for your Neoware appliance?  
\_\_\_\_\_

If not, do you need to specify a subnet mask and gateway?  
\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

• **Does your network use DNS or WINS to name servers?**

If it uses DNS, what are the IP addresses of the primary and secondary DNS servers and the default domain name?  
\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

If it uses WINS, what are the IP addresses of the primary and secondary WINS servers?  
\_\_\_\_\_, \_\_\_\_\_

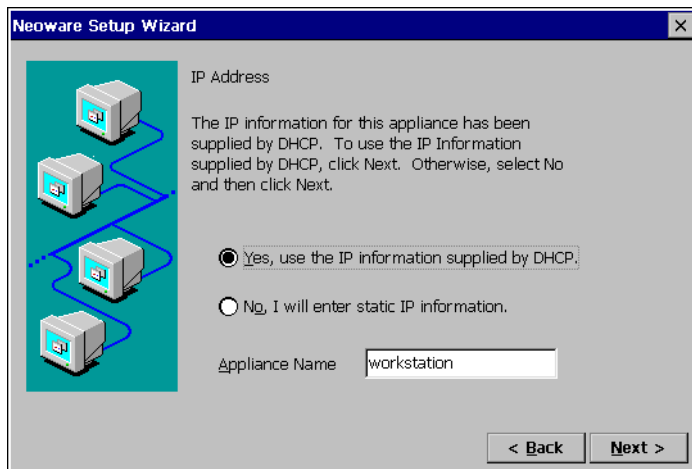
**FYI**

The Internet Protocol (IP) address identifies your Neoware appliance on your network.

The Dynamic Host Configuration Protocol (DHCP) is a server-based program that automatically supplies an IP address to your Neoware appliance.

The Neoware Setup wizard guides you through the process of configuring your Neoware appliance. The Setup wizard appears when your Neoware appliance starts for the first time or it has been reset to factory-default settings. (See page 51.)

- 1 Turn on or reset your Neoware appliance.
- 2 When the Setup wizard appears, click Next.
- 3 Read the End User License Agreement, and then click Accept.
- 4 In the IP Address dialog, select Yes or No, and then click Next.



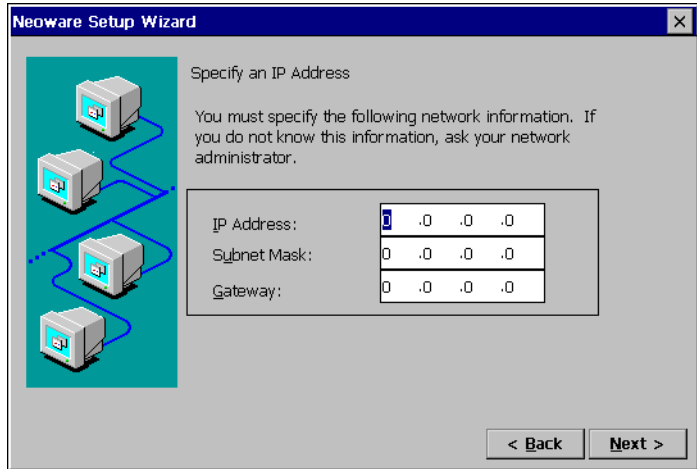
If you select Yes, an IP address for your Neoware appliance will be supplied by DHCP. If you select No, you'll need to enter a static IP address.

- 5 If you selected No in the IP address dialog, type an IP address and other information, if needed, and then click Next.**

**FYI**

The subnet mask identifies communications to servers that aren't on your subnet and then sends them to a gateway computer. The subnet mask is usually a dotted decimal number with 255 or 0 in its fields.

The Gateway setting is the IP address of the computer that routes communications between subnets.



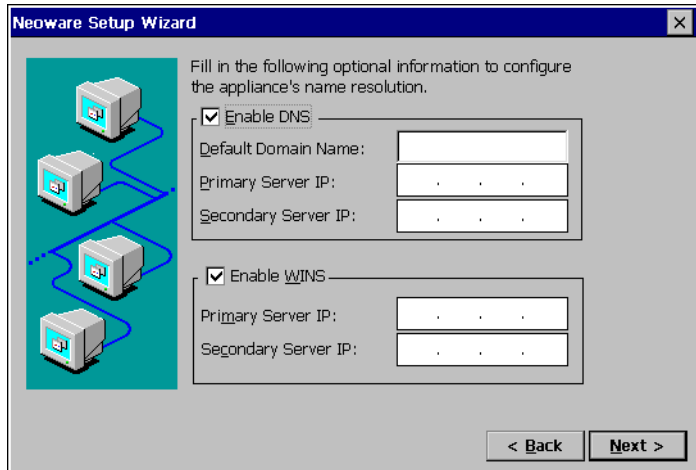
Ask your system administrator if you need to enter subnet mask and gateway settings.

- 6 If you specified an IP address, you can enable server name resolution by DNS and/or WINS, and then click Next.**

**FYI**

The Domain Name Service (DNS) and Windows Internet Naming Service (WINS) are server-based programs that translate server IP addresses into more easily remembered names.

A domain is a group of servers that share access privileges.

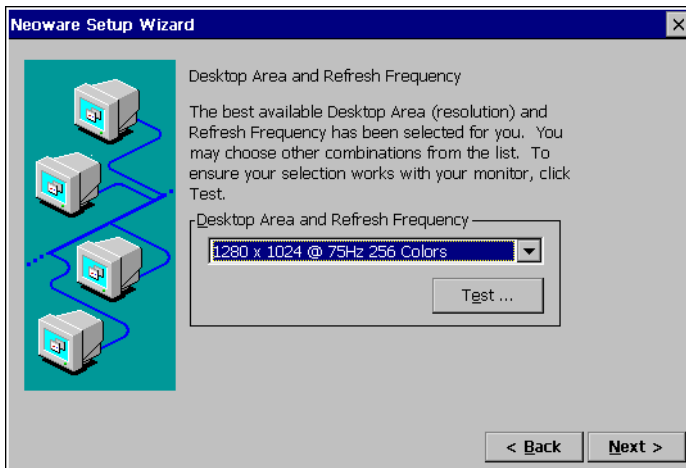


To use DNS, type the default domain name and the IP address(es) of the primary and/or secondary DNS server. To use WINS, type of the primary and/or secondary WINS server IP address(es).

**7 Select a Desktop Area resolution and Refresh Frequency, and then click Next.**

**Tip**

If you want to use the default resolution, there is no need to test it.

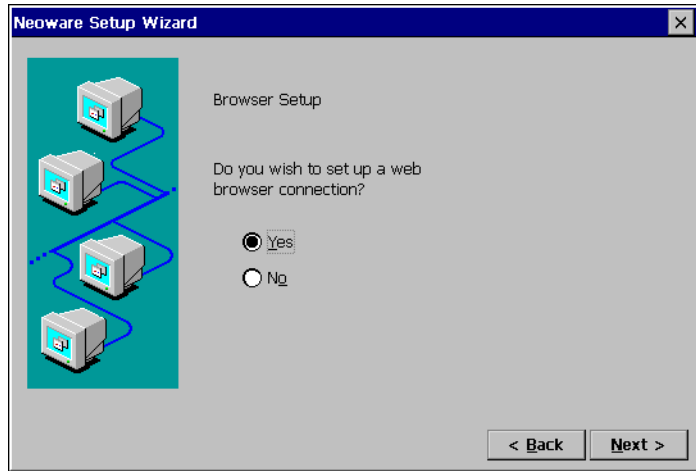


The default setting is 800 x 600 at 60 Hz. You can select higher resolutions and frequencies if your monitor supports them.

To test the settings, click Test and then OK. If a solid blue rectangle appears on your screen, the resolution and refresh frequency that you chose are supported by your monitor.

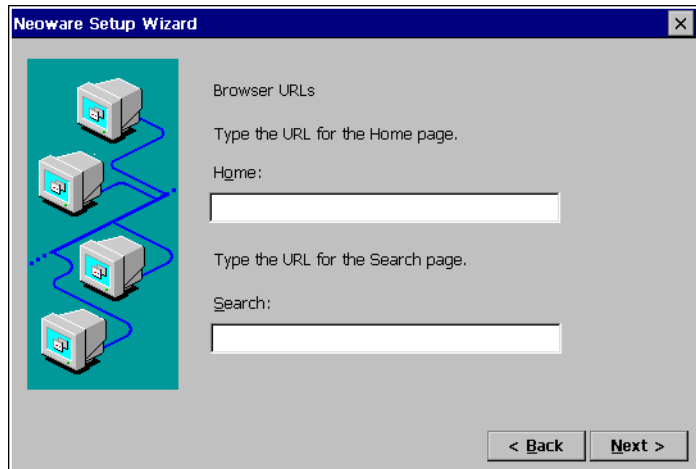
**8 Select whether you would like to setup a Web Browser connection or not. (Note: Steps 8-12 apply only to Eon and Capio models purchased with a software version that includes Internet Explorer. Models using software without Internet Explorer will**

not display these Setup Wizard screens.)



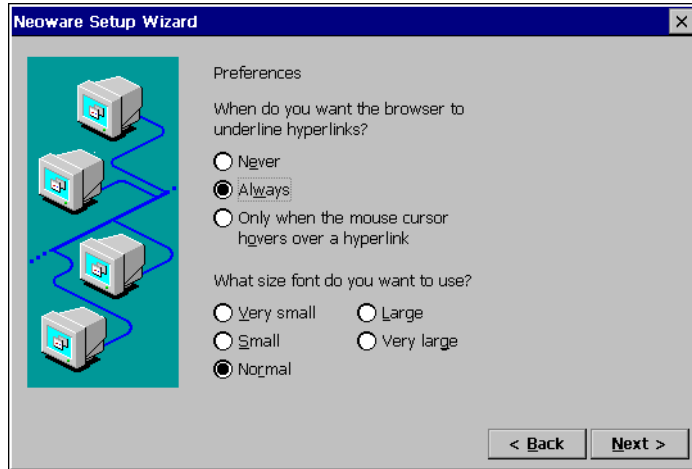
Select Yes to set up the Microsoft Windows CE Internet Explorer 4.0 browser that is embedded in the software running on your appliance. If you do not wish to setup a browser, click No and continue with step 13.

- 9 **Type the URL(Uniform Resource Locator) address of the Home page and Search page, and then click Next.**



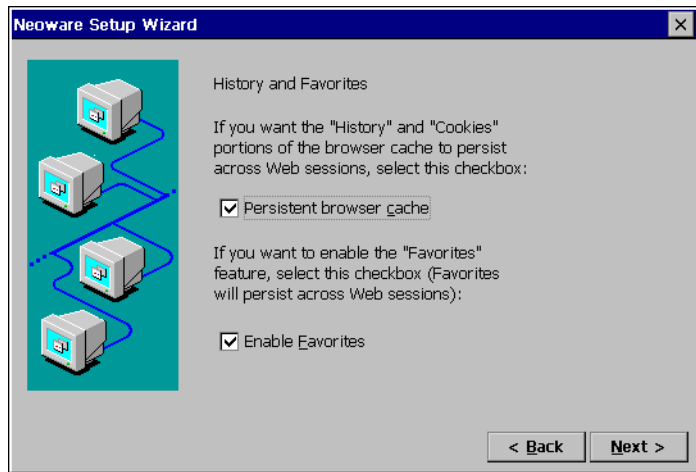
The Home page specified is the page that will appear when you start the browser, or when you hit the Home button in the browser. The Search page specified is the page that will appear when you hit Search button in the browser. An example of a URL is <http://www.neoware.com>.

**10 Select the preferences that will govern the way the browser displays hyperlinks, and the text on the screen. When finished, click Next.**



**11 Click in the checkboxes to enable the use of persistent**

**browser cache and favorites. When finished, click Next.**

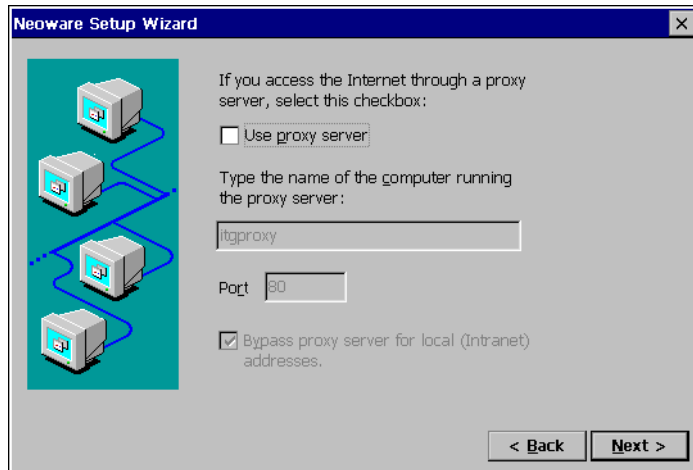


The persistent browser cache option tells your browser to save the history, cookies, and elements of the pages that you have visited, so that they may be accessed when you use the browser in the future. The use of these elements can speed up the loading of previously visited pages. The favorites option allows the user to specify pages that they visit frequently, so that they can click on them in the menu bar instead of typing the URL.

**Note - If these options are selected on an appliance that is used by many people, then any users will be able to see where other users have visited.**

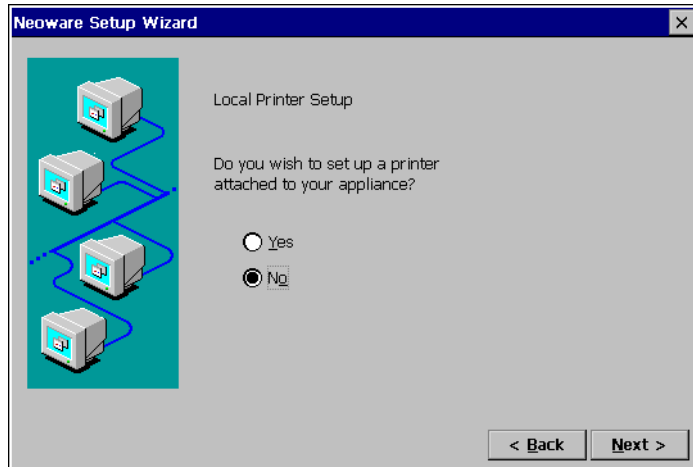
**12 Click in the checkbox if you use a proxy server to access the**

**internet.**



If you use a proxy server, then specify the name of the computer running the proxy server, and the port it is on. Then click the checkbox to bypass the proxy server for local addresses, such as an Intranet.

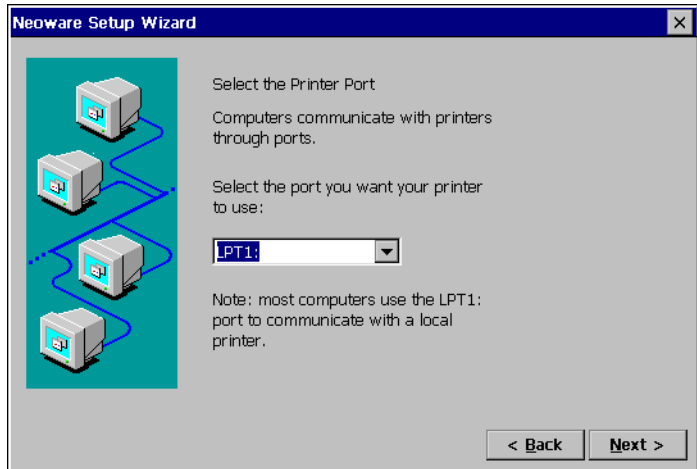
**13 Select whether you would like to setup a local printer attached to your appliance. The local printer defined in this step is used solely for printing from RDP 5.0 connections.**



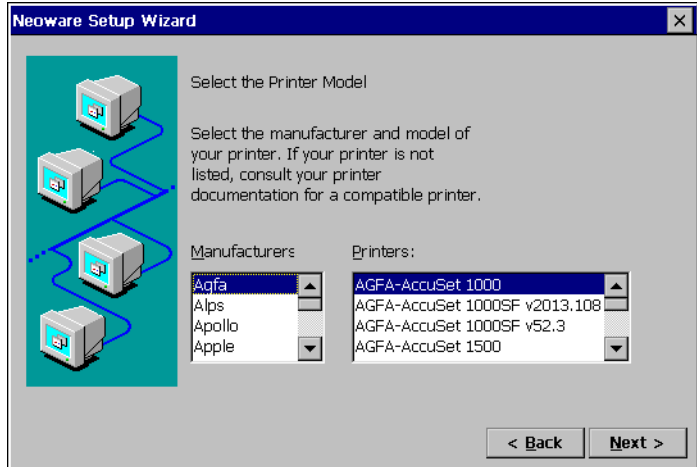
If you choose no, then go to step 19.



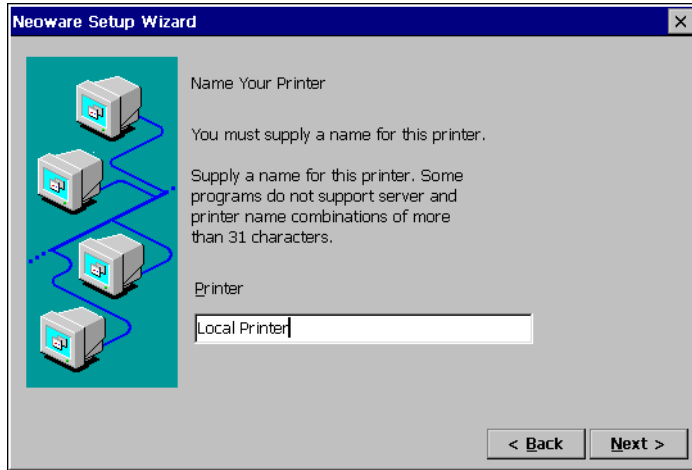
**14 If you selected to add a local printer, select the printer port on your appliance that your printer is attached to and then click Next.**



**15 Select the manufacturer and model of your local printer. When finished, click Next.**

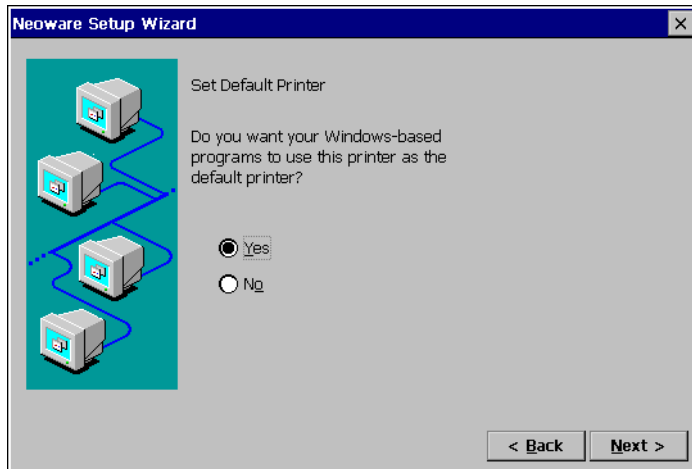


**16 Type a name for your local printer and click Next.**



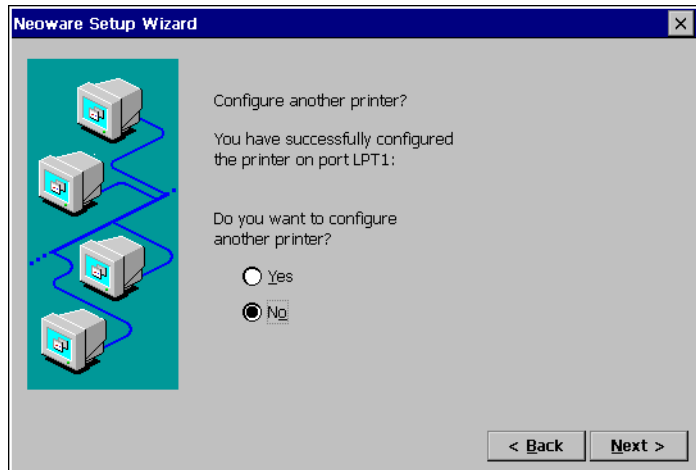
You can also use the default name for your printer (manufacturer and model) by clicking Next.

**17 Specify whether you would like this printer to be your default printer for Windows-based programs (for RDP connections, only). When finished, Click Next.**



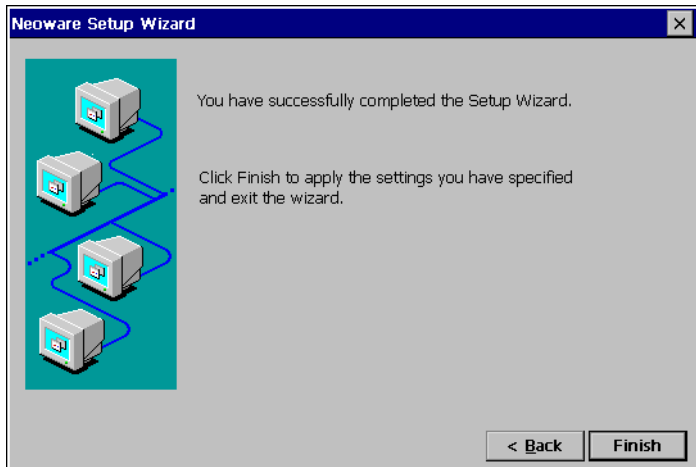
**18 Specify whether you would like to configure another printer**

and then click **Next**.



If you choose Yes, repeat steps 14 through 17. If you choose No, continue with step 19.

**19** You have successfully completed the Neoware Setup Wizard, click **Back** to change any settings that you have specified, or **Finish** to apply the settings.



**20** If you have selected changes to any network settings or your desktop area and refresh frequency, click **Yes** to restart your

**Neoware appliance.**

When your Neoware appliance restarts, the Connection Manager appears.

If you selected DHCP to supply an IP address but no DHCP server responds within 25 seconds, the Waiting for DHCP Response dialog box appears.

- To try DHCP again, click Restart.
- To restart without DHCP, click Cancel, press F2, type an IP address in the Network tab of the Terminal Properties dialog box, click OK, and then restart your Neoware appliance.

## CHAPTER 3

# Creating Connections

*This chapter describes how to create server connections on your Neoware thin client appliance.*

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## Automatic Appliance Connection Configuration

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### **Automatic Appliance Connection Configuration**

Neoware software incorporating Windows CE contains the ability to be configured automatically from the server. Using Neoware's ezRemote Manager software, the network administrator can create a connection configuration template which your appliance will pull from the server when it is powered on. The appliance will also continue to check for changes to the connection configuration template every time it is powered on. For more information on automatic server configuration, please consult Neoware's ezRemote Manager documentation.

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## Neoware Connection Manager

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Except for when you initially configure your thin client appliance, or after you have intentionally factory reset the appliance, the Connection Manager appears whenever your Neoware appliance starts. The Connection Manager lets you configure and manage connections to servers.

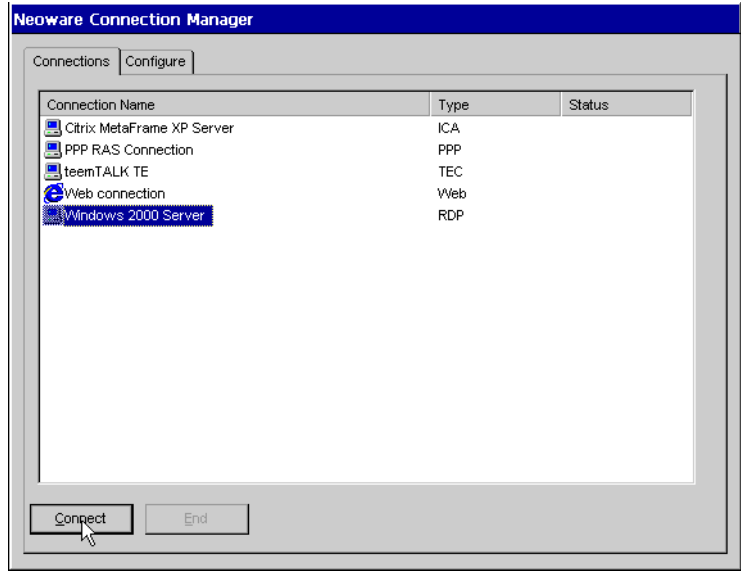
You can make RDP and ICA connections to servers running Microsoft® Windows® 2000 Server or Windows® NT 4.0 Terminal Server Edition. PPP (Point to Point Protocol)/RAS (Remote

**FYI**

RDP and ICA are protocols that enable appliances to use Windows-based programs running on servers.

ICA connections require Citrix's MetaFrame, WinFrame, or CDS to be installed on the server to which you are connecting

Access Server) dialup connections can be configured to run RDP and ICA connections on remote servers. Pericom terminal emulation connections can be used to connect to servers, minicomputers, and mainframes

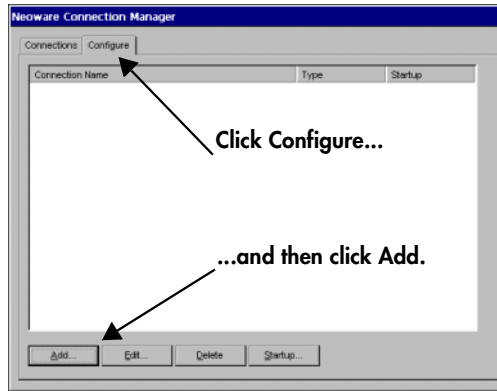


**Note:** There is also a simplified Single Button Connection Manager used to connect to an appliance's default connection (see "Single Button Connection Manager" on page 46).

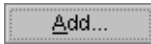
**Adding a connection**

- 1 If the Connection Manager isn't on screen, press CTRL + ALT +

END.



Click the Configure tab and then click the add button to create a connection.



2 Click the Configure tab.

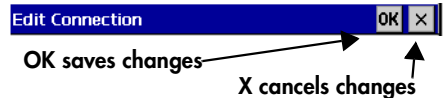
3 Click the Add button.

Once you click Add, the New Connection dialog will appear. Continue by following the directions on creating the specific type of connection you would like to establish as further explained in this chapter.

### Editing a connection

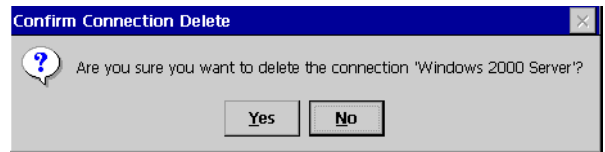
Once created, you can edit any connection (except for the Internet Explorer Web browser) by clicking Edit. A

tabbed dialog containing all of the settings appropriate for the connection type will appear. Click on OK to save changes to the connection, or on the X to cancel any changes.

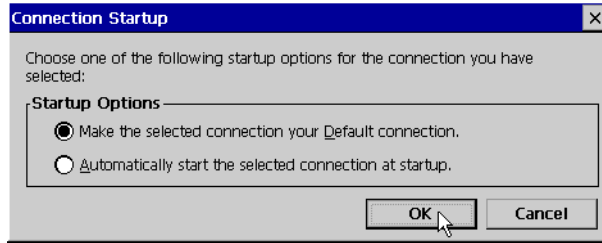


### Deleting a connection

Highlight a connection, and then click Delete. A confirmation dialog box will appear. Click OK to delete the highlighted connection.



## Connection Startup



Highlight any defined connection and click on the Startup button in order to set the connection as the Default

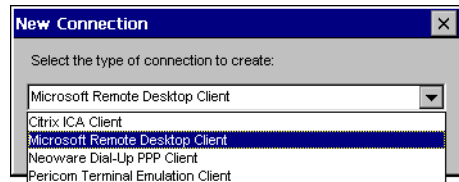
Connection, or to set the connection to automatically start at device setup:

- **Make the selected connection your Default connection.** Only a single connection can be defined as the Default connection. The Default connection is started when the user clicks Connect on the ezConnect one-button connection manager. (See “Enable Single button view” on page 68.)
- **Automatically start the selected connection at startup.** You can select one connection that will automatically start when the thin client appliance starts up. If you want all connections to automatically start, you can use the Autostart all connections checkbox on the Administration tab of the Neoware Appliance Properties dialog. See “Autostart all connections.” on page 67.

## Creating an RDP connection

- 1 In the drop-down list, select *Microsoft Remote Desktop Client*, and the click OK.

Select Microsoft Remote Desktop Client from the drop down menu



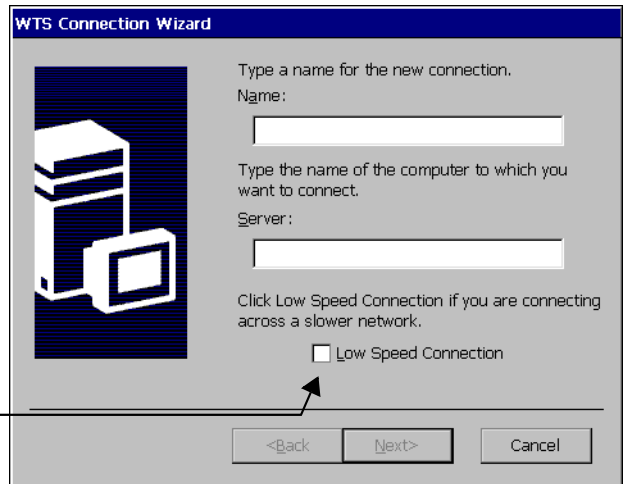
- 2 Type a name for the connection, as well as the IP address or DNS or WINS name of the server to which you would like to connect. Click in the Low Speed Connection checkbox if you



are using a wide-area network. When finished, click Next.

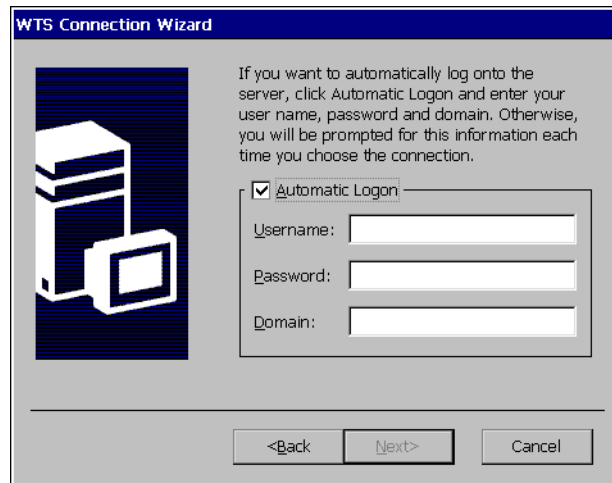
Type a name for your connection and the server you would like it connect to.

Select a Low Speed Connection, only if you are using a wide-area Network.



**3** If you want, select Automatic Logon, and then type your user name, password, and domain name. When finished, click Next.

Click the Automatic Logon checkbox and then enter your logon information.

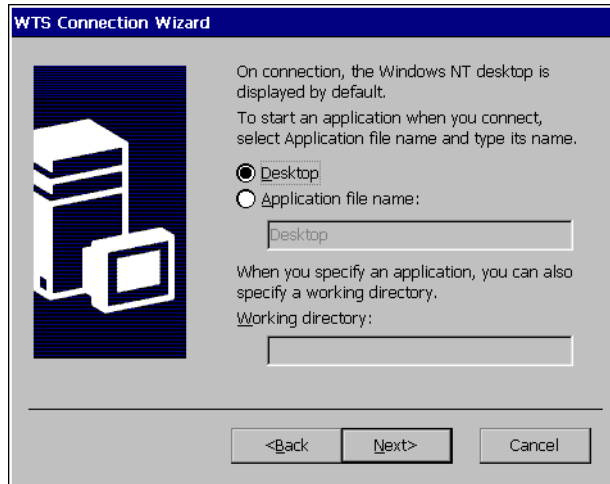


If you don't type this information now, it will be requested each time you start this connection.

**Note:** If this appliance is used by multiple people, then do not enter this information.

**4 Select Desktop or Application file name, and click Next.**

Select Desktop or Application file name and enter the appropriate information, if necessary.



For a connection that opens to a full-screen Windows desktop, select Desktop. For a connection that opens to a specific Windows-based program, select Application file name, and then type its name and (optionally) a working directory for its files.

**5 Click Finish or select back to change any configuration options for this connection.**

The connection will appear in the Connection Manager.

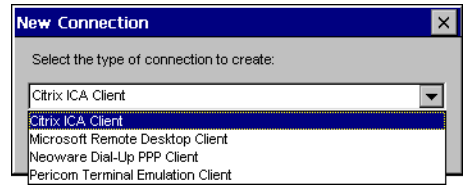
## Creating an ICA connection

ICA is a network protocol used by Windows NT-based servers running Citrix MetaFrame, WinFrame, or CDS. ICA connections also let you create dial-in and null-modem serial port connections.

- 1 In the Neoware Connection Manager click the Configure tab and then click the Add button.**
- 2 Select *Citrix ICA Client* from the drop-down list, and then**

click OK.

Select Citrix ICA Client from the drop down menu



### 3 Select a connection type, and then click Next.

- If you're using an Ethernet network, select *Network Connection*.
- If you're using a serial port connection, select *Dial-in Connection*.

### 4 If you selected a network connection, select a Citrix server or a published application, and then click Next.

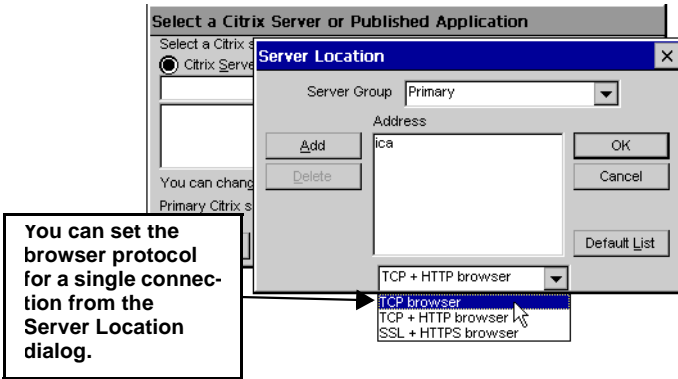
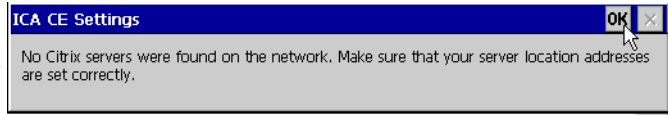
#### **FYI**

A published application is a server-based program to which you can directly connect.

**Note:** If you are using a version of Citrix MetaFrame prior to XP in your server farm, you may not see a list of servers or applications in this dialog because the ICA 6.2 client defaults to a broadcast protocol of "TCP + HTTP browser" and earlier server farms

typically use "TCP browser" broadcasts. For information about changing the global browser protocol, see “Changing the Global ICA Client Settings” on page 69.

This error message may indicate that you need to change the default browser protocol in Global ICA settings.

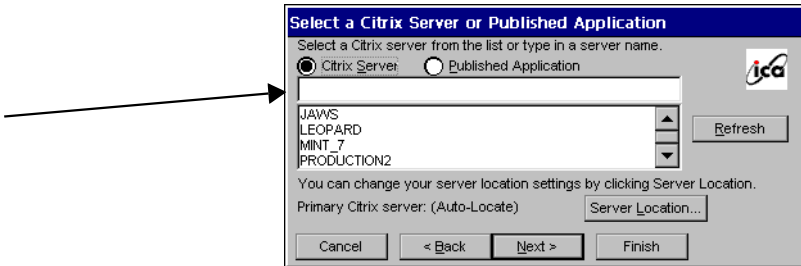


You can set the browser protocol for a single connection from the Server Location dialog.

To change the broadcast protocol for a single connection, or to connect to a server that isn't on your local network, click Server Location.

Type a server or application name, or select a server or application from the list.

Server IP addresses can also be entered.



- 5 If you selected a dial-in connection, select a dial-in device and serial communication (COM) port and other settings, and

then click Next.

**Specify and configure your Dial-In Device, and enter a Phone Number**

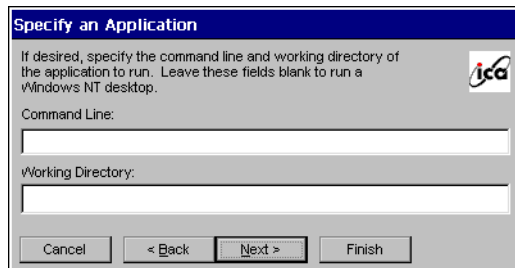
- To configure a modem connection, select a Hayes compatible device, type a phone number, and then click Configure to select the port settings and call options. Set the Connection Preferences to match your modem settings, and then click OK. To learn the settings for your modem, read its manual.
- To configure a null-modem connection, select a serial cable device, click Configure to select the serial port settings, and then click OK.

## 6 Type a title for your ICA connection, and click Next

**Type a name for Citrix ICA connection**

## 7 If you want, specify a Windows application to start with the

**connection, and then click Next.**

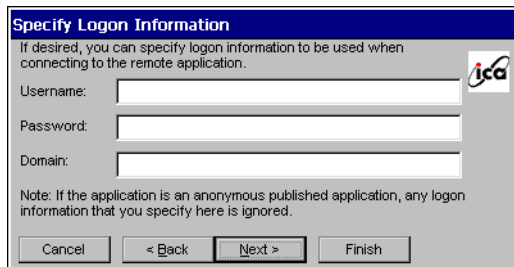


Type the command line and the working directory of an application to autostart when you start this connection.

In the Command Line box, type the path and application name. For example, if Microsoft Notepad was located in the C:\WTSRV directory, you would type *C:\WTSRV\notepad.exe*.

In the Working Directory box, type the drive and path of its working directory. For example, *C:\My Documents*.

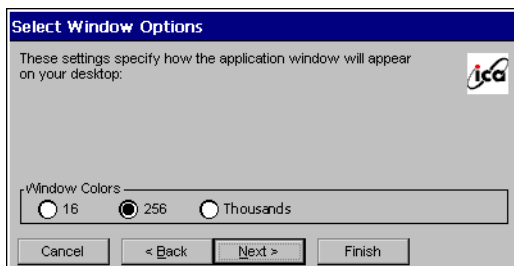
**8 If you want, specify logon information, and then click Next.**



Type your logon information.

If you don't type logon information now, it will be requested when the connection starts.

**9 Select a color depth, and then click Next.**



Select the number of simultaneous on-screen colors you would like this connection to use. (MetaFrame is required on the server for color depths higher than 256 colors.)

**Note:** The option to use thousands of colors is only available when your appliance's desktop area and refresh frequency is set to a resolution that supports high color (i.e. - 800x600 @ 85hz high color (16-bit)). See page 27.

**10 If needed, select printing, data compression sound, speed-screen, and encryption settings. When finished, click Next.**

**Select and configure these options if you would like to use them.**

### Use Printer Configuration Utility

If you are using MetaFrame 1.8 or later, you have two choices regarding configuring printers attached locally to the Neoware appliance: (1) If only Administrators (using the MetaFrame Printer Configuration Utility on the server) are to define and configure any locally attached printers -- check the box, or (2) if users need to locally define printers for their MetaFrame sessions -- uncheck the box.

### Compress Data Streams

If you're using a dial-in connection or wide-area network, you can select Compress Data Stream to increase performance.

### Enable Sound

If your Neoware appliance and network support ICA audio, select Enable Sound, and then select a sound quality. High is recommended for high-speed connections, Medium for most connections, and Low for dial-in connections.

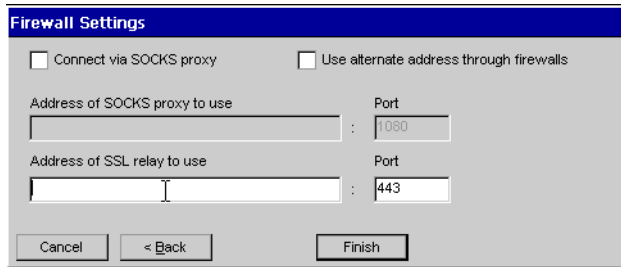
### SpeedScreen

If you are using MetaFrame 1.8 Feature Release 1 or later, you can enable SpeedScreen3. Speedscreen3 is designed to enhance the performance of your low bandwidth or high latency connection. For slower server connections set the SpeedScreen option to **On**. If you are uncertain of your connection speed set the SpeedScreen option to **Auto**.

### Encryption Level

If your MetaFrame server includes the optional Citrix SecureICA™ Services, you can choose different encryption levels for the connection (up to 128-bit RC5 encryption). If SecureICA has not been installed on your MetaFrame server, choose *Basic* encryption.

- 11 Click in the checkbox if you would like to use an alternate address when connecting through firewalls. Click in the SOCKS checkbox if you would like to connect via a SOCKS proxy server. If so, specify the address and port for the proxy to use. When you complete this step, click Finish.**



Select and configure Firewall options if you would like to use them.

The ICA connection will appear in the Connection Manager.

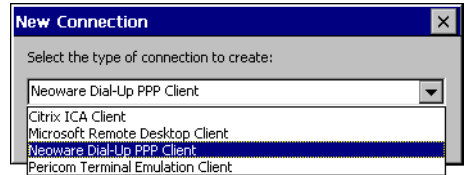
## Creating a PPP/RAS dialup connection

PPP (Point to Point Protocol)/RAS (Remote Access Server) is the Internet Standard for the transmission of network packets over dial-up connections. Once a PPP/RAS connection has been establish, a user can then run RDP, ICA, or terminal emulation server sessions.



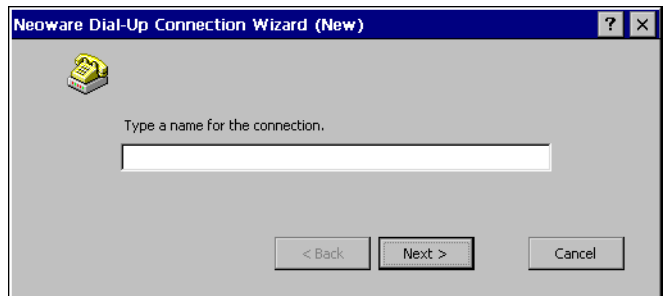
- 1 In the Neoware Connection Manager click the Configure tab and then click the Add button.
- 2 In the New Connection popup dialog select *Neoware Dial-Up PPP Client* from the dropdown menu, and then click OK.

Select Neoware Dial-Up PPP from the drop down menu



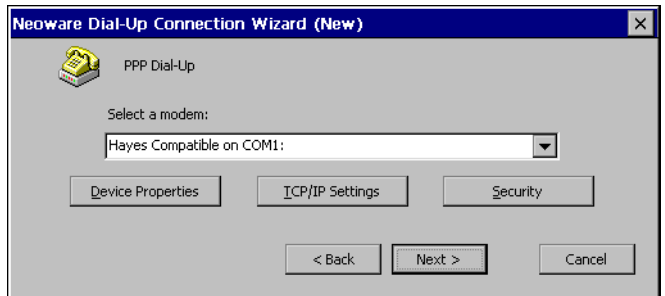
- 3 The Neoware Create New PPP Connection Wizard starts and the first step is to type a name for your connection. Click next to continue.

Type a name for the connection



- 4 Select a modem from the drop down menu.

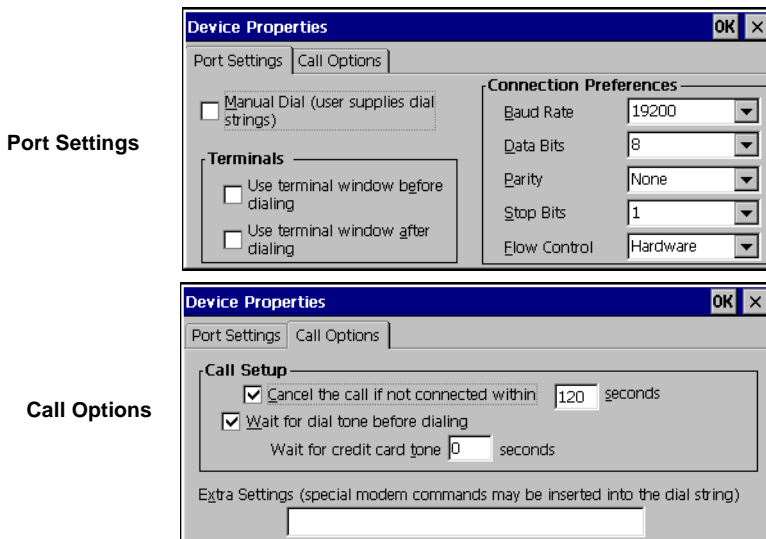
Select a modem from the drop down menu



**Note:** If an internal modem is installed, it will be seen as “Com 3:”.

**5 After you’ve selected your modem, click the Device Properties button.**

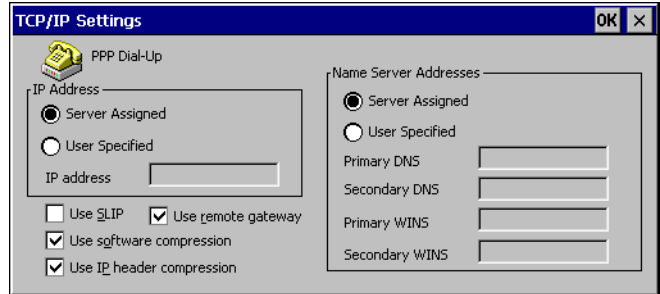
In the Device Properties dialog define the Port Settings and Call Options according to the modem setup. To learn the setting for your modem, read its manual. Once you’ve completed setting up your modem configuration, click OK in the upper right hand of the Device Properties dialog.



**Note:** When setting the baud rate for 56k modems, choose “115200.”

- 6 If your Internet Service Provider (ISP) or your system administrator has specified settings for your PPP/RAS connection then click the TCP/IP Settings button in the Select Modem dialog.**

**Specify your TCP/IP Settings**



To enter these specific settings, click on the User Specified radio buttons and then enter the settings. When finished, click OK in the upper right hand corner. To configure your connection using SLIP, and/or compression, check with your system administrator for the proper settings. The use of a remote gateway is selected by default when using a PPP Dial-Up connection. If you are using this connection to augment your Local Network with a connection to a remote site, then check with your network administrator to see if the use of a remote gateway is necessary.

- 7 If you would like to secure your Dial-Up PPP connection using encryption, select the Security button in the Select Modem dialog.**

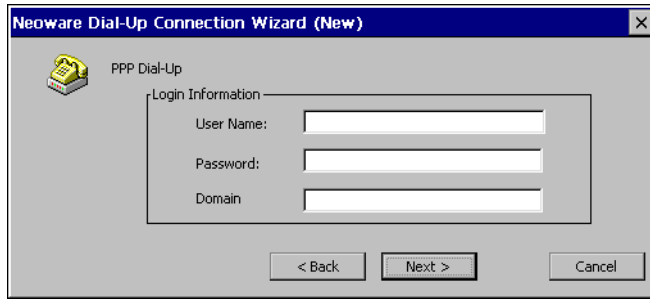
**Specify your Security preferences**



Select the checkboxes that coincide with the security you would like to provide for your connection. When finished, click OK in the upper right hand corner. Click Next in the Select Modem dialog to continue.

**8 Enter your login information. When complete, click Next.**

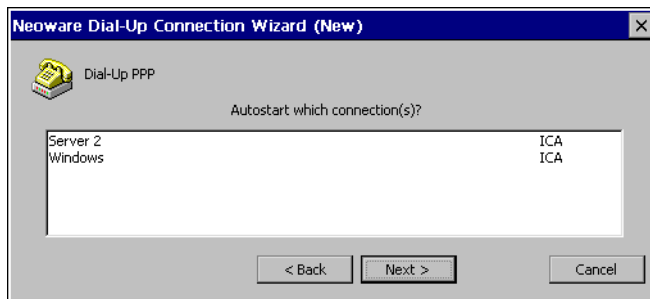
Enter your login information



**Note:** This information is used to login, via PPP/RAS, to your ISP or other network. It may be different from your Windows login information. A domain name is not always necessary for a PPP/RAS connection. Check with you System Administrator to confirm if a domain name should be entered with this PPP/RAS connection.

**9 In order to automatically start one or more host connections when you establish a Dial-Up PPP connection, select those host connection names you would like to autostart and click next.**

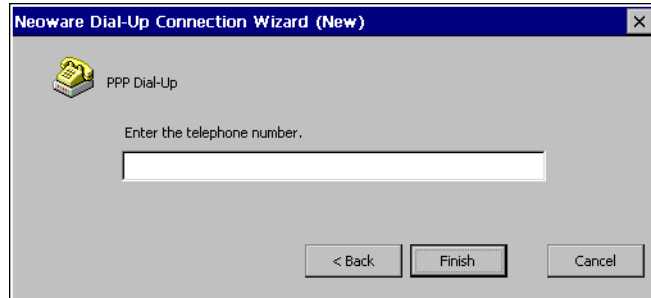
Specify which connections you would like to Autostart



**Note:** To select multiple host connections to autostart, hold down Ctrl and click on each host connection you would like to autostart. To select a range of host connections to autostart, click on the first connection, hold down Shift, and then click on the last host connection you would like to include. This will select every name between the first and last connections that you clicked.

### 10 Enter the telephone number to your internet service provider or your dial-up server.

Enter the telephone number



Once you've specified the telephone number, click Finish to complete the PPP/RAS connection configuration.

## Creating a Pericom Terminal Emulation Connection

Pericom terminal emulation connections allow the user to connect to servers, minicomputers, and mainframes by emulating terminals. The supported terminal emulations include:

- ADDS A2.
- ANSI BBS.
- DEC VT52, VT100, and VT300 7-bit and 8-bit.
- Hazeltine HZ1500.
- HP70092.
- IBM 3151.
- IBM3270 (3278 models 2, 3, 4, 5, 2-E, 3-E, 4-E, and 5-E; 3279 models 2, 3, 4, 5; and 3287 model 1).
- IBM5250 (including keyboard macros).
- SCO Console.

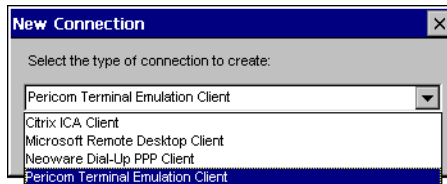
### Tip

For more detailed information about the Pericom terminal emulation client, read the *Terminal Emulation User's Guide*, available at [www.neoware.com](http://www.neoware.com).

- **Tandem 6530.**
- **Televideo TVI910 and TVI920.**
- **Wyse WY50, WY50+, and WY60.**

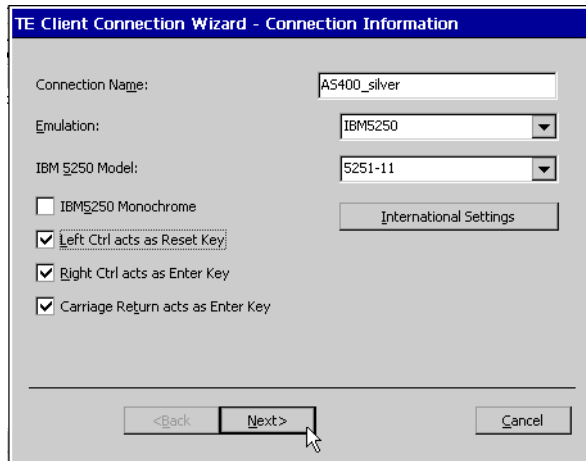
To create a terminal emulation connection, you must select the emulator type and the host computer. You can also select Telnet, serial port, autologin, and client printer settings.

- 1 In the Neoware Connection Manager, click the Configure tab and then click Add.**
- 2 In the New Connection popup dialog select *Pericom Terminal Emulation Client* from the dropdown menu, and then click OK.**



Select Pericom Terminal Emulation Client from the drop down menu

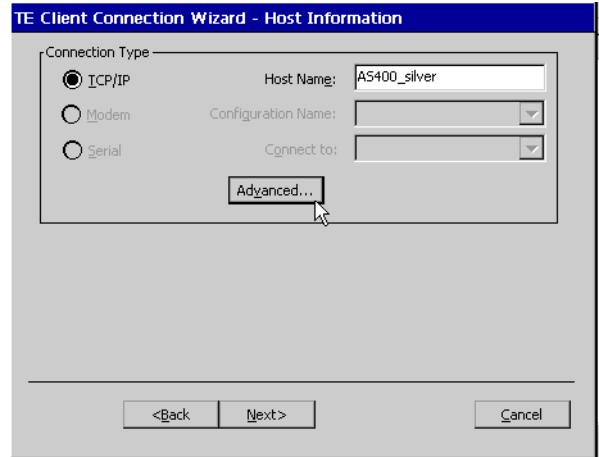
- 3 Type a connection name, select a terminal emulation and model type (if required), and then click Next.**



Select Neoware Dial-Up PPP from the drop down menu

**Note:** Click the International Settings button in order to specify the type of keyboard you are using for your terminal emulation session.

**4 Select the type of connection you are using to connect to the server, minicomputer, or mainframe.**



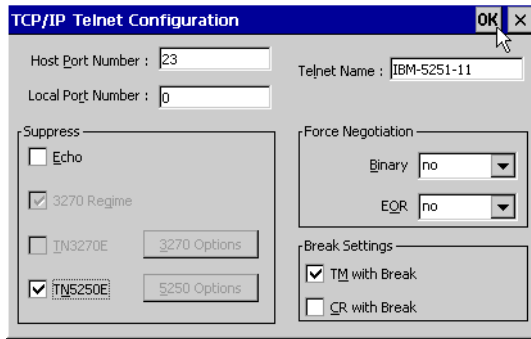
- For a connection to an Ethernet network, select *TCP/IP*, and continue with step 5.
- For a dial-in serial port connection, select *Modem*, and continue with step 6.
- For a null-modem serial port connection, select *Serial*, and continue with step 7.

**5 If you selected a TCP/IP connection, type the IP address or DNS/WINS name of the host computer, and then click the**

**Note**

To use a host name, a DNS or WINS server must be specified for your Neoware appliance.

### Advanced button.

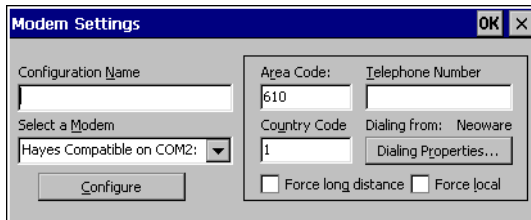


#### **FYI**

The Telnet configurations you can make depend on the selected emulation.

- To change the default Telnet port number, 23, type another 16-bit port number.
- To override the terminal name reported over Telnet, type a name in the Telnet Name box.
- To avoid generating a Telnet echo when the connection starts, select Suppress Echo.
- To select Telnet Binary or EOR options, select *DO* in the Force Negotiation section.  
*No*, the default setting, won't force any negotiations. *DONT* forces a negotiation by telling the host that the option isn't supported.
- To send a timing mark (TM) or carriage return (CR) with a Telnet break packet, select the appropriate break settings.

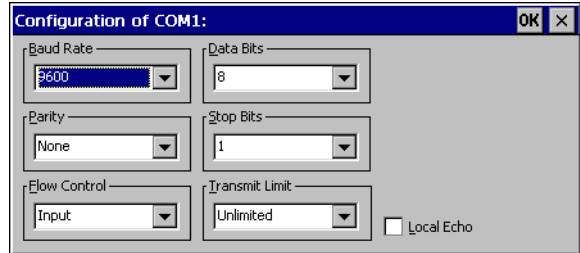
### 6 If you selected a modem connection, click Configure.



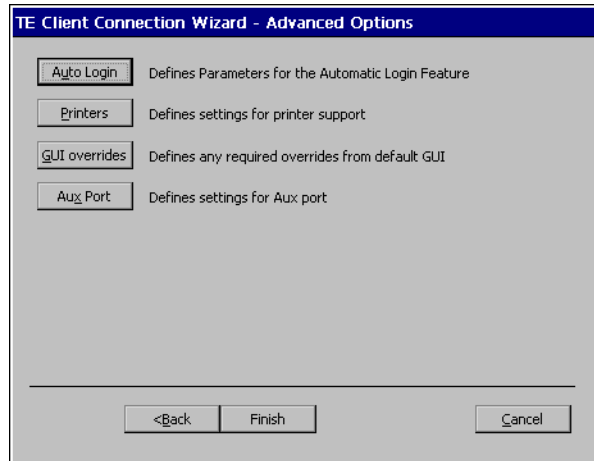
- If this is a new configuration, type a configuration name.
- To set serial port settings and call options, click Configure.
- To set advanced dialing settings, click Dialing Properties.



- 7 If you selected a null-modem connection, select serial communication (COM) port 1 or 2, click Configure, select the serial port settings, and then click OK.



- 8 Click Next to display the Advanced Options dialog box.



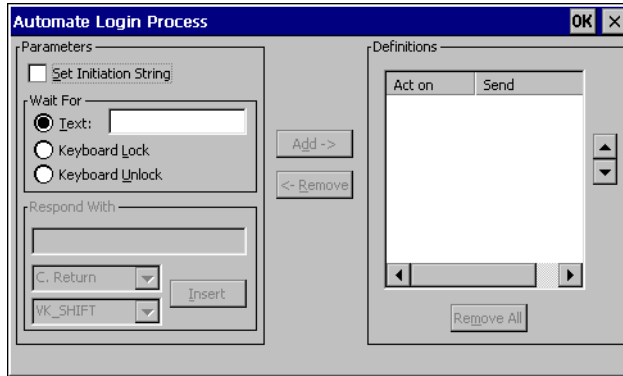
Auto Login

- 9 To create an autologin connection, click Auto Login, select

**FYI**

Autologin connections automatically enter your username, password, and other information when you log into a host. To set up an autologin connection, you need to know the exact prompts sent by the host at login.

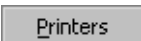
settings, and then click OK.



- To automate the login, first type the login prompt sent by the host (for example, *login:*) in the Wait For box. Then type your username in the Respond With box, select an item from the drop-down menu (for example, *C. Return*), click Insert, and click Add to add it to the Definitions list.

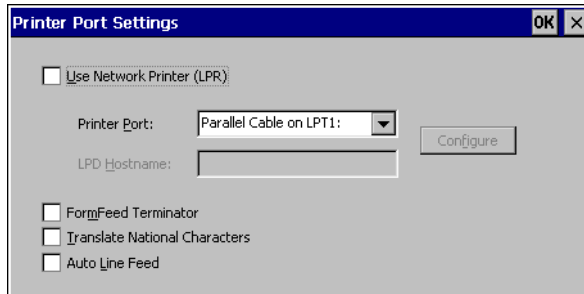
Repeat this procedure for the password and any other prompts sent by the host. The prompts that you type in the Wait For box must exactly match the prompts sent by the host.

- To reposition a definition, use the up and down arrow buttons.
- To edit a definition, highlight it, click Remove, and then edit.



**10 To set up a client printer, click Printers, select a printer port and other settings, and then click OK. To set up a network**

Select a printer port or select the “Use Network Printer (LPR)” checkbox



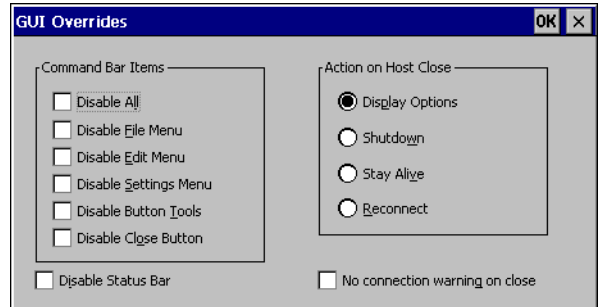
**printer using LPR select the “Use Network Printer (LPR)” checkbox and enter an LPD Hostname.**

If you select a serial port for a client printer, click the Configure button, select the appropriate serial port settings, and then click OK.

- To advance the paper to the top of the form after printing, select FormFeed Terminator.
- To start at the next line when the printer receives a carriage return, select Auto Line Feed.

GUI overrides

**11 To customize the terminal emulation graphical user interface, click GUI Overrides, select items, and then click OK.**



Aux Port

**12 If you would like to add an auxiliary device to be used during your terminal emulation session, click Aux Port.**



**13 In the Advanced Options dialog box, click Finish.**



## CHAPTER 4

*Using  
Connections*

*This chapter describes how to use server connections on your Neoware thin client appliance.*

## Using Connections

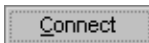
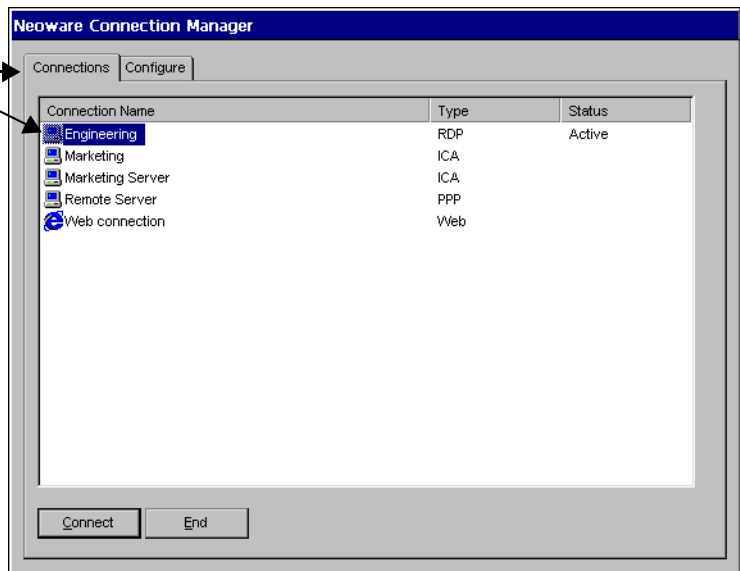
### Starting a connection

Once a connection has been created, you can start that connection.

#### 1 In the Connection Manager, click the Connections tab.

To display the Connection Manager, press CTRL + ALT + END.

To start a connection click the Connections tab, and then double-click a connection name.



#### 2 Double-click a connection name.

Or click a connection name, and then click Connect or press the Enter key.

Or press ↑ or ↓ to highlight a connection name, and then press Enter.

To use the default connection, simply click Connect or press Enter.

**3 If Automatic Logon wasn't selected for the connection, type your logon information, and then click OK.**

You can start more connections now.

**Single Button Connection Manager**

If the appliance is set to display the Single Button Connection Manager then clicking the Connect button starts the default server connection on their appliance. See "Selecting startup options" below to learn how to specify which server connection is the default.



tion on their appliance. See "Selecting startup options" below to learn how to specify which server connection is the default.

**Selecting startup options**

**Tip**

You can set all your connections start automatically. To learn how, see page 59.

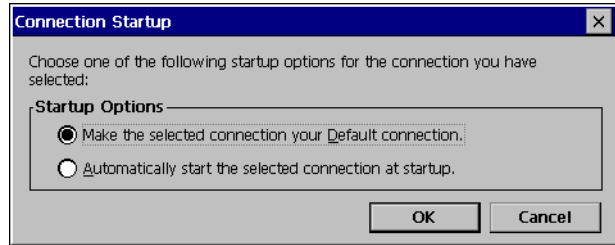
As startup options, you can select a default and an autostart connection. The default connection is highlighted in the Connection Manager. An autostart connection starts whenever your Neoware appliance does.

If you don't select a default connection, the first connection listed in the Connection Manager will be used. The autostart connection, if any, also functions as the default connection. Selecting another default connection returns the autostart connection to normal status.

**1 In the Connection Manager Configure tab, click a connection name.**



## 2 Click Startup.



## 3 Select a startup option, and then click OK.

### Switching connections

When more than one connection is active on your Neoware appliance, you can switch between connections by using these key combinations:

- **To cycle through the active connections**, press CTRL + ALT + ↑ or ↓.
- **To display the default connection**, press CTRL + ALT + HOME.
- **To open the Connection Manager**, press CTRL + ALT + END.  
Then select another active connection in the Connections tab.

### Cutting and pasting between connections

You can cut and paste text and graphics between Windows programs in different ICA connections. Simply use the regular Windows cut, copy, and paste commands.

### Editing and deleting connections



You can delete inactive connections or change their properties.

#### 1 To edit a connection, click the Connection Manager Configure tab, click the name of the connection you would like to edit, and then click the Edit button.

Or double-click a connection name in the Configure tab.

#### 2 Depending on the type of connection you are editing, a specific edit connection dialog will appear. For detailed information about the specific edit connection dialogs, (see “Creating

Connections” on page 23).

- 3 When you are finished editing the connection configuration, click OK in the upper right hand corner, or complete the wizard, depending on the type of connection you are editing.**
- 4 To delete a connection, click its name in the Configure tab, click Delete, and then click Yes.**

A rectangular button with a light gray background and a thin border. The word "Delete" is centered on the button in a dark gray, sans-serif font.

## Printing over the network

When using RDP, ICA, or terminal emulation connections, you can print program files to network printers just as you would on a personal computer.

## Printing Locally

In order to print to a client printer (a printer directly connected to your Neoware appliance), a user must setup his printer based upon the type of session they are running.

### Setting Up Local Printing in an RDP Session

Programs running in RDP connections can print to client printers, if your Neoware appliance’s Appliance Properties have been properly configured. To properly configure your printer, see Chapter 5 - Changing Appliance Properties - Step #6.

### Local Printing in an ICA Session

Programs, running in ICA connections, can print to client printers, if your Neoware appliance serial or parallel ports have been mapped on a Windows NT-based server. Ask your system administrator for assistance.

## Closing connections

A rectangular button with a light gray background and a thin border. The word "End" is centered on the button in a dark gray, sans-serif font.

- **To disconnect a connection**, click Disconnect in its Windows Start menu. Or click End in the Neoware Connection Manager Connection tab.  
When you disconnect a connection, its applications and files will appear as you left them when the connection is restarted.
- **To log off a connection**, click Logoff in its Windows Start menu.



When all your connections are closed, you can turn off your Neoware appliance.

## Using a Pericom Terminal Emulation connection

Once you've created a terminal emulation connection, here's how to start using it.

- 1 **In the Connection Manager, click the Connections tab.**
- 2 **Double-click a terminal emulation connection (TEC) name, or click a name and then click Connect.**
- 3 **If the login for this connection hasn't been automated, enter your network user name and then password.**

After login, the terminal emulation screen appears, with a Command bar at the top, a scroll bar at the right, and a status bar at the bottom.



Command bar

Using the Command bar, you can change settings, print screens, and use the menu commands.



Status bar

The status bar lets you switch between local and online mode, and pause or resume scrolling.

The status bar also displays information about the emulation: typically the emulation type, the line and column of the text cursor, the edit mode (overstrike or insert), and the printer status.

- 4 **Type entries at the cursor, and then press Enter.**
- 5 **To close the connection, click File | Exit. Or click the close button (X) on the Command bar.**

### Tip

The curved arrow buttons on right of the Command bar toggle up to 48 soft buttons (12 in four levels) that you can define by selecting **Settings | Soft Buttons** in the menus



## CHAPTER 5

# Changing Appliance Properties

*This chapter describes how to set your Neoware appliance's Appliance Properties.*

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## Changing Your Configurations

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### Understanding appliance properties

After your Neoware appliance is initially configured, you can change its Setup settings, keyboard locale, and other appliance properties. The Appliance Properties dialog box also includes an Administration tab so you can automatically start and restart your connections, password protect your Neoware appliance, and prevent connection property changes.

Don't confuse appliance properties with connection properties. Connection properties are configured in the Connection Manager and apply only to specific connections. Appliance properties apply to all your connections.

### Accessing the Appliance Properties dialog box

- 1 If the Connection Manager is on screen, press the F2 key.
- 2 If a connection session is on-screen, simultaneously press Ctrl + Alt + End keys to display the Connection Manager screen, then press the F2 key.

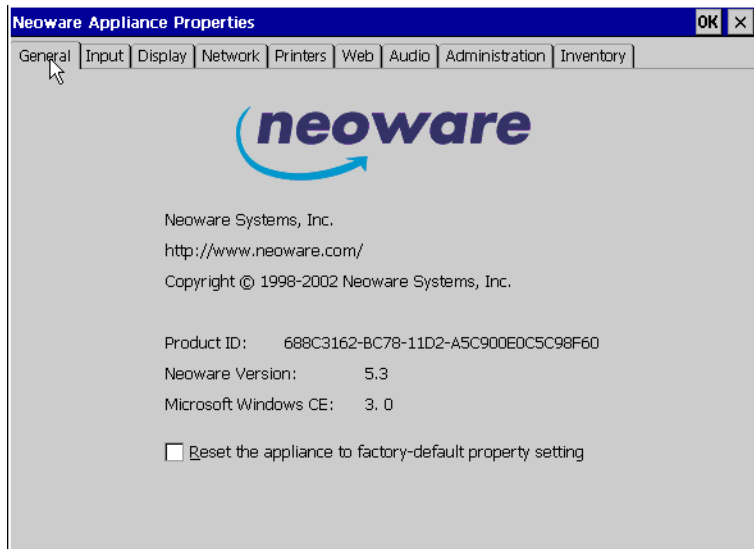
## The General tab

The General tab of the Appliance Properties dialog box lists information about your Neoware appliance hardware and software. The product ID number is unique to your Neoware appliance.

To reset all your appliance and connection properties to their factory default settings, select the Reset check box in the General tab, click Yes, and then click OK to restart your Neoware appliance.

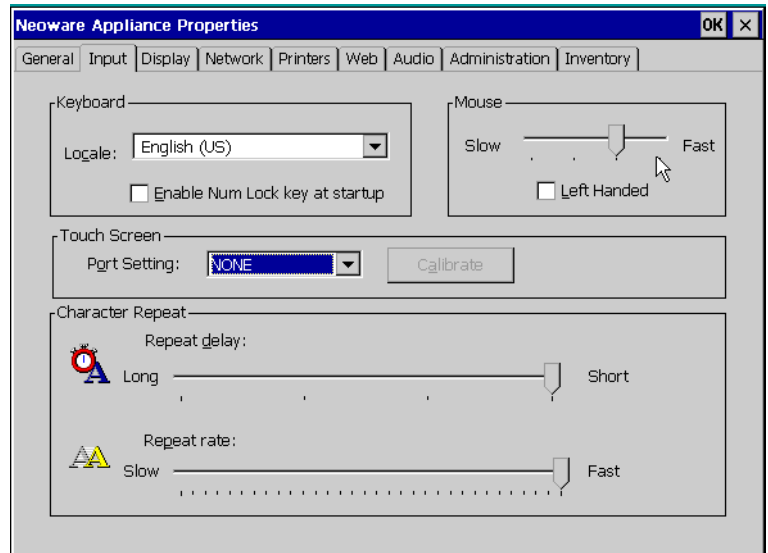
### Caution

If you reset your Neoware appliance, all of its appliance and connection properties will need to be reentered. TSCALs (Terminal Services Client Access Licenses) for Windows 2000 Server RDP sessions are also deleted and lost when the appliance is reset to the factory-default property settings.



## The Input tab

The Input tab contains controls for keyboards, mice, and touch screens.



The Input tab controls the following settings:

- **Keyboard locale:** The keyboard language setting of the keyboard attached to the thin client appliance.
- **Enable Num Lock key at startup:** Forces the Num Lock key to be set on during thin client appliance startup, if checked.
- **Mouse:** Speed and handedness.
- **Touch Screen:** Port setting and access to calibration screen for ELO touch screens.
- **Character Repeat:** Set the repeat delay and rate for keys held depressed on the keyboard.

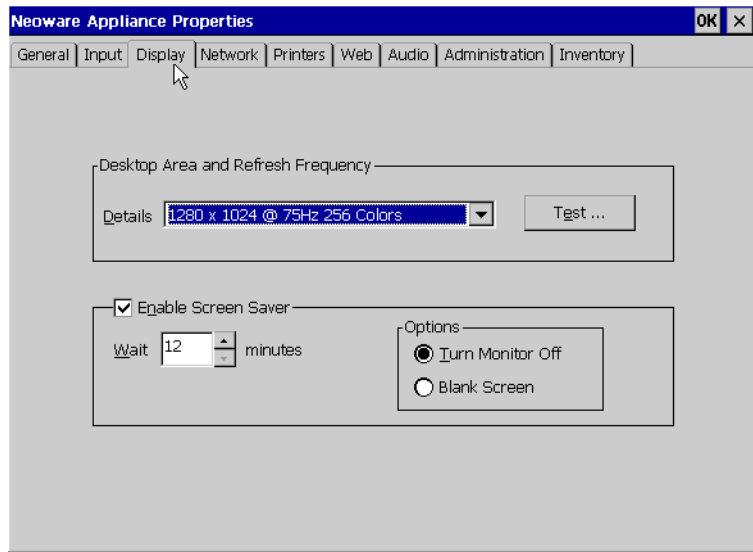
## The Display tab

### **FYI**

The wait time sets the minutes of inactivity after which the screen saver will appear.

Unless the wait time is set for a longer period, your monitor will shut down after 20 minutes of inactivity to save energy.

You can change the desktop area and refresh frequency. If you do, click Test to test the setting. If the setting is supported by your monitor, a solid blue screen appears during the test.



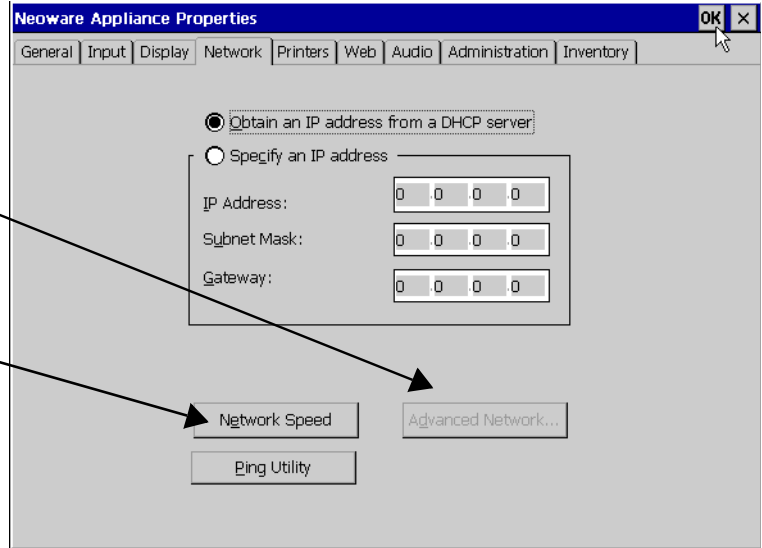
Click the Enable Screen Saver checkbox to enable the screen saver. Select the amount of idle time before the screen saver starts, and whether you would like the screen saver to turn the monitor off or leave the screen blank.

## The Network tab.

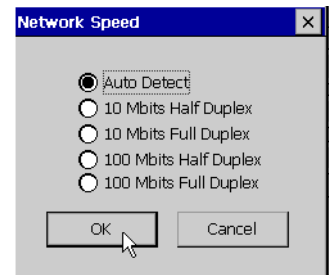
Select DHCP to supply an IP address to your Neoware appliance, or specify a static IP address. You can also type subnet mask and gateway settings.

To enter DNS or WINS settings, click the **Advanced Network** button. This setting is only available if you manually specify an IP address.

To manually specify your network speed, click the **Network Speed** button.

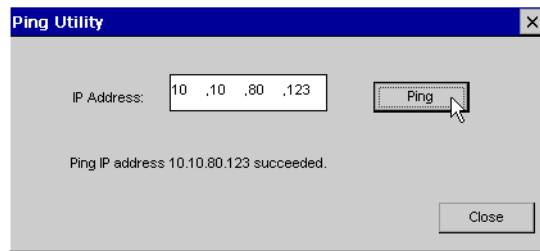


Click the **Network Speed** button in order to manually override the appliance's automatically detected Ethernet connection speed. The options are Auto Detect (default selection), 10 Mbits half duplex, 10 Mbits full duplex, 100 Mbits half duplex, and 100 Mbits full duplex.



The built-in Ping utility provides a mechanism to check that network settings are correct, and that the network connection is working. Click the **Ping Utility** button in order to access the utility's dialog. Enter the destination IP address, then click OK. The results of the Ping Utility test appears in the dialog.

To enable DNS or WINS for your Neoware appliance, click the Advanced Network button, type the appropriate settings, and then click OK.



## The Printers tab

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The Printers tab provides the following settings:

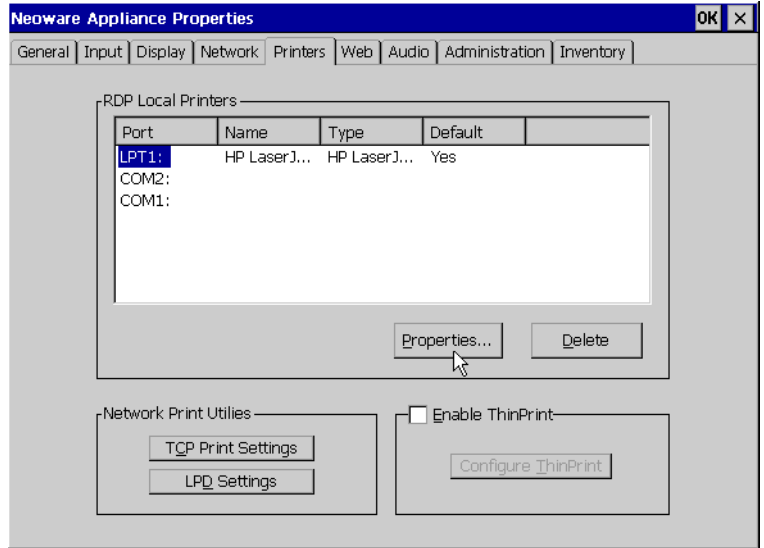
- Define local printers for use with RDP connections
- Enable, disable, or modify settings for using TCP to print to locally-attached printers
- Enable, disable, or modify settings for using LPD to print to locally-attached printers
- Enable, disable, or modify settings for using ThinPrint® to print to locally-attached printers



**RDP Local Printers**

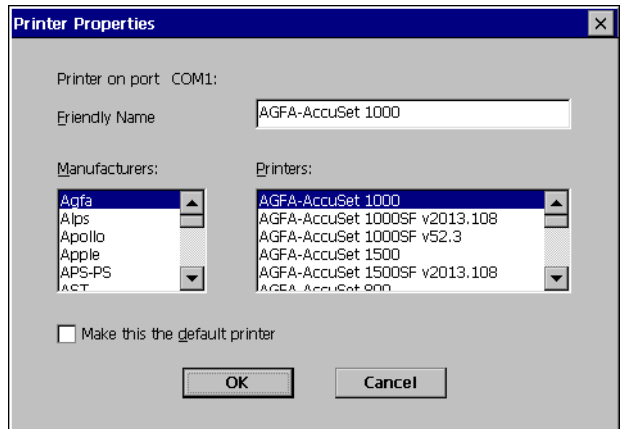
The printers defined on this tab are used only by RDP connections to Windows 2000 Servers with Terminal Services activated.

Click Add to create an RDP local printer definition, or select an already-defined printer and click Properties.



In the Printer Properties dialog you can specify the following:

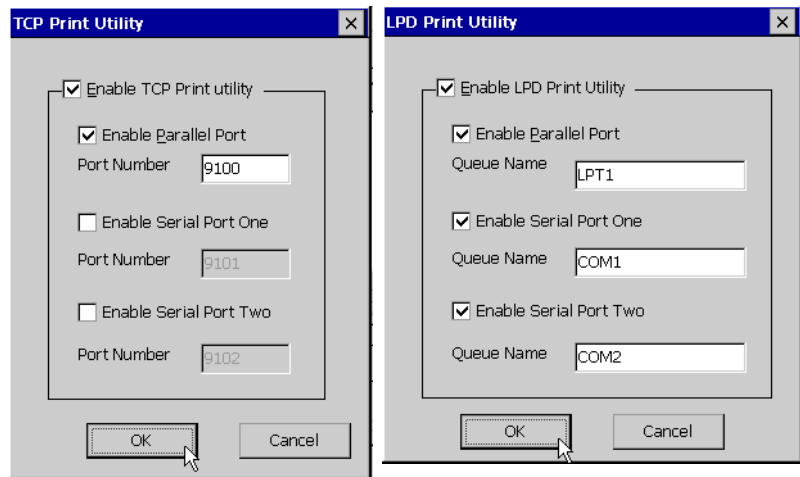
Type a name for your printer and the select the Manufacturer and Model of your printer



- **Friendly Name** - This field allows you to name the printer you have connected to your windows-based appliance.

- **Manufacturers** - Select the manufacturer of the printer connected to your windows-based appliance.
- **Printers** - Select the model of printer you have connected to your windows-based appliance from the list of printers made by the manufacturer you selected.
- **Make this the default printer** - Select this checkbox if you would like the printer connected to your windows-based appliance to be the default.

Once you have defined the printer, Click OK.



## Network Print Utilities

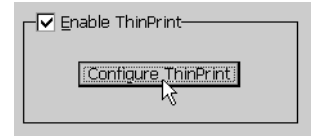
If you would like to setup a local printer to be used by other users on the network or to be used without using either RDP or ICA protocols, click one of the Network Print Utilities buttons:

- **TCP Print Settings** - Click this button to enable a printer connected to the local appliance to be used by other users through a Windows 2000 Server. In the TCP Print Utility dialog select the port to which your printer is attached. You can modify the port number if the default setting is not appropriate.

- **LPD Settings** - Click this button to enable a printer connected to the local appliance to be used through any server that can print using the LPR/LPD protocol (UNIX, Linux, Windows NT Server, Windows 2000 Server, mainframes, etc.). In the LPD Print Utility dialog select the port your printer is attached to and specify the queue name.

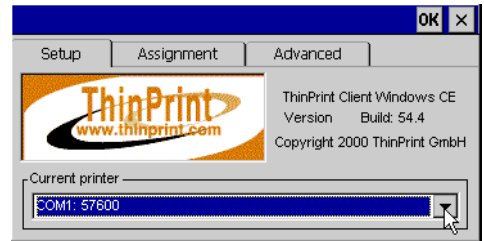
## ThinPrint® Configuration

Neoware's thin client appliances include a local client that supports ThinPrint® servers. Click on Enable ThinPrint checkbox to activate the ThinPrint client (default is unchecked). To make configuration changes to the ThinPrint client, click Configure Thinprint.



For information about configuring the ThinPrint client and server software, please visit <http://www.thinprint.com/>

ThinPrint is a product of ThinPrint GmbH, Berlin, Germany.



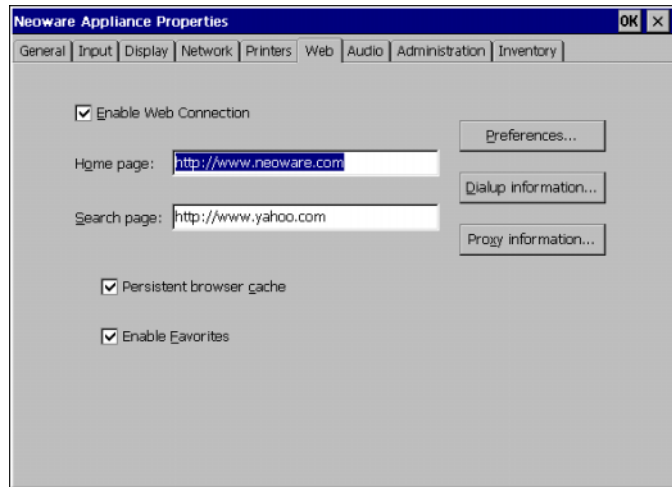
## The Web tab.

If your Neoware thin client appliance software includes a Web browser, a Web tab appears in the Appliance Properties dialog.

When the Enable Web Connection checkbox is selected then you can specify the properties you would like for the embedded browser.

### FYI

Not all versions of Neoware thin client appliance software include a Web browser. The Web tab only appears in thin client appliances with the appropriate version of software.

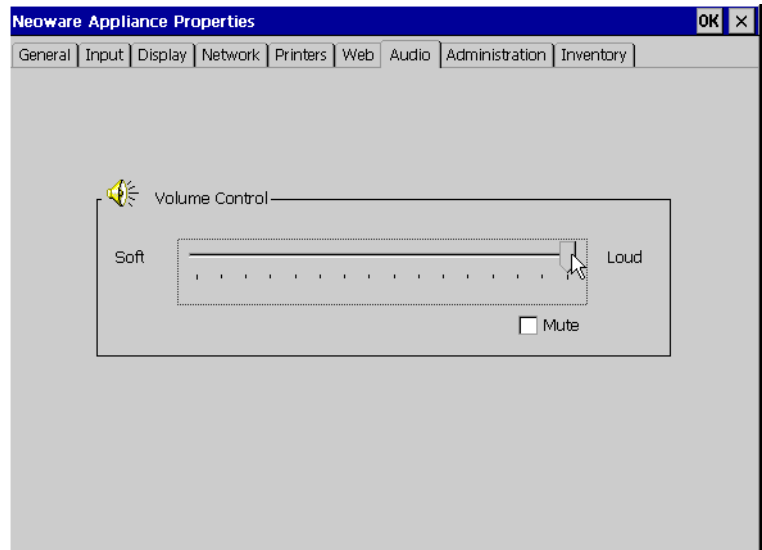


- **Home Page** - The specified Home page URL is the page that will appear when you start the browser, or when you click the Home button in the browser.
- **Search Page** - The specified Search page URL is the page that will appear when you click the Search button in the browser.
- **Persistent Browser Cache** - Selecting the persistent browser cache option tells your browser to save the history, cookies, and elements of the pages that you have visited, so that they may be accessed when you use the browser in the future. The use of these elements can speed up the loading of previously visited pages. However, if your thin client appliance is used by many different people, enabling the persistent browser cache will allow all users to access any saved information from any user.
- **Enable Favorites** - Selecting the favorites option allows the user to specify pages that they visit frequently, so that they can click on them in the menu bar instead of typing the URL.
- **Preferences** - Click this button to specify how you would like the browser to display hyperlinks and the font size.

- **Dialup information** - Click this button to specify how you would the browser to connect to the internet. Select the Use LAN checkbox if you connect to the internet using your local area network's internet connection. If not, then select a PPP/RAS connection listed in the Autodial name drop-down box. Add autodial names to this list by creating PPP/RAS dial-up connections in the Neoware Connection Manager.
- **Proxy information** - If your connection to the internet uses a proxy server, then click the Proxy information button to specify the proxy servers settings.

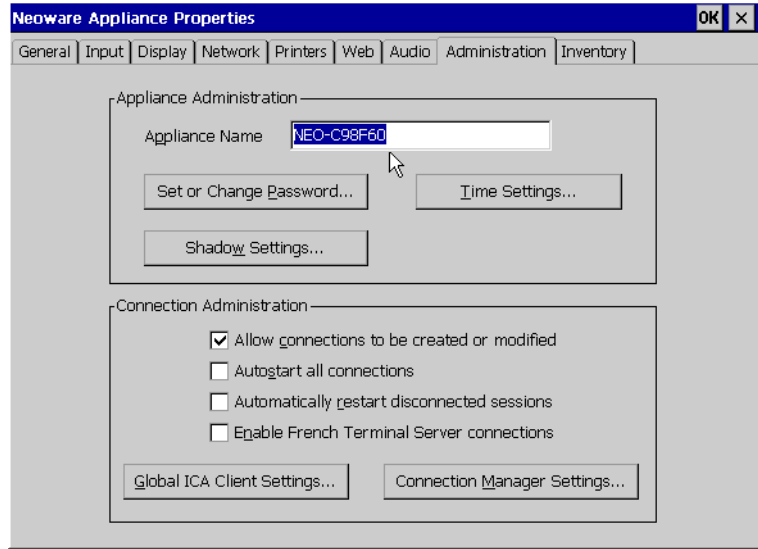
## The Audio tab.

Use the Volume Control slider to set the appliance's internal/external speaker volume. If you would like to silence your appliance's audio, click the Mute checkbox.



## The Administration tab.

The Administration tab allows the administrator to set global behaviors of the thin client appliance, such as security settings, user interface appearance, time settings, and startup preferences.



### Appliance Administration

#### Appliance Name

The appliance name defaults to the name "NEO-xxxxxx" with the last six digits of the name being the last six digits of the thin client appliance's built-in network interface MAC address (also the last six digits of the appliance's serial number). This name is used by Citrix servers to identify the client device, and by Microsoft Windows 2000 Servers with Terminal Services to define client-connected printers. If you change the Appliance Name from the default, you should use another unique identifier.

**Note:** The Appliance Name field may not contain the following characters:

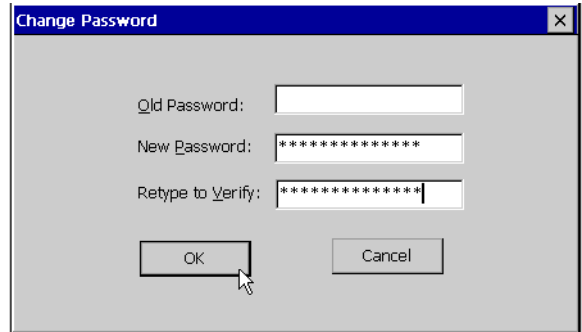
\ : " ; / ~ ' @ # \$ % ^ { } < > \* + = | ? , . <space>

## Password

Setting a thin client appliance password protects the device configuration from unauthorized changes. Click on Set or Change Password to access the Change Password dialog. If you are setting the password for the first time, leave the Old Password field blank. If you are changing an existing password, you must enter the existing password as well as the new password.

### FYI

Once your appliance properties are password protected, you must enter the password before you can apply any changes configuration changes.



To delete a password, type the old password and don't type a new password.

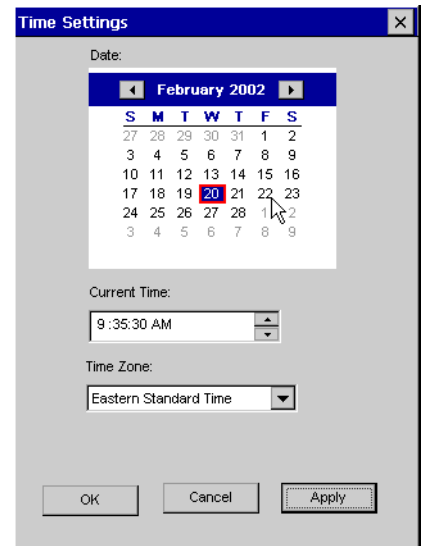
## Time Settings:

Appliance date, time, and time zone can be set by clicking Time Settings.

These settings are used by Citrix MetaFrame XP servers and the ICA 6.2 client if the server has been set to enable Per-User Time Zone Support.

## Shadow Settings

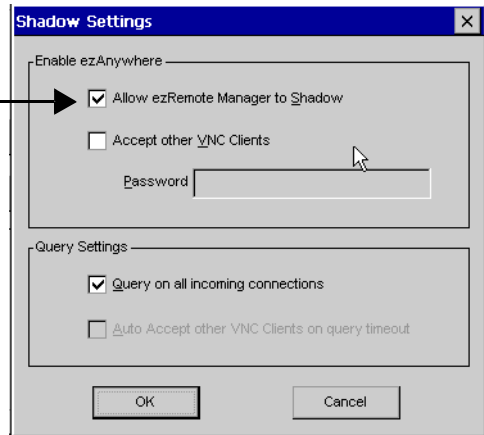
Neoware's ezRemote Manager software includes ezAnywhere technology that allows an administrator to shadow the current desktop of any



Neoware thin client appliance for remote configuration and for help desk functions.

Administrators can change the behavior of ezAnywhere shadowing, as well as the behavior of other VNC-based shadowing clients, in the Shadow Settings dialog. By default, only ezRemote Manager-initiated ezAnywhere sessions are accepted by the thin client appliance (requiring the appropriate password if an appliance password has been set). Unless the default configuration is changed, the appliance user is queried for permission before the connection is made. However, if the appliance user does not respond to the query within a timeout period, the connection will automatically continue.

**Note: Disabling ezAnywhere shadowing will disable the administrator's ability to remotely configure the thin client appliance using ezRemote Manager.**



**By default, the appliance user can refuse the shadow connection by clicking No within 5 seconds. In order to allow unattended remote administration, if not rejected the connection will be allowed.**





By default, shadowing attempts from stand-alone VNC clients (*i.e.*, not initiated from an ezRemote Manager session) are disallowed. If desired, you can choose to accept other VNC client connections by checking Accept other VNC Clients. **Note:** If you choose to accept other VNC client connections, you *must* enter a password in the Password field.

If the Accept other VNC Clients checkbox is checked, you may also decide whether or not to automatically accept the connection if the appliance user does not reject the connection within the timeout period.

## Connection Administration

Refer to the picture on page 64.

### **Allow connections to be created or modified.**

This checkbox allows you to prevent appliance users from adding, changing, or deleting connections defined through the Neoware Connection Manager. Check this box to allow access to the Configure tab in Connection Manager. Uncheck this box to hide the Configure tab.

Checking this box and setting a thin client appliance password effectively locks down the desktop device so that end users may not make any changes.

### **Autostart all connections.**

This checkbox, if checked, causes all of the defined connections (in Connection Manager) to be started whenever the thin client appliance starts. If you desire to have fewer than all of the connections autostart, set the individual connections to autostart. (See

### **Automatically restart disconnected sessions.**

This checkbox, if checked, causes any disconnected connection to automatically reconnect. Used in conjunction with autostarted connections, a thin client appliance can be configured to always be connected to one or more servers.

**Enable French Terminal Server connections.**

This checkbox, if checked, enables RDP connections to the French version of Windows NT Server, Terminal Server Edition. This checkbox does not affect ICA connections.

- **Global ICA Settings button.** Click Set Global ICA Client Settings to access the Global ICA Settings dialog (see “Changing the Global ICA Client Settings” on page 69).
- **Connection Manager settings.** Click Connection Manager Settings in order to set the appliance to display a single button Connection Manager dialog when the appliance is booted.

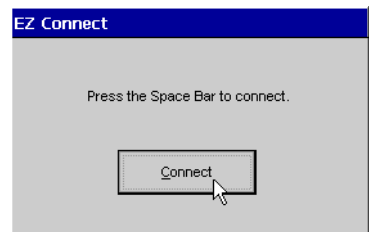
**Enable Single button view**

Select this checkbox to display a Single Button Connection Manager in place of the default Neoware Connection Manager. When enabled, the ezConnect Connect button starts the connection defined as the Default Connection in the Connection Manager. (See “Connection Startup” on page 26.)



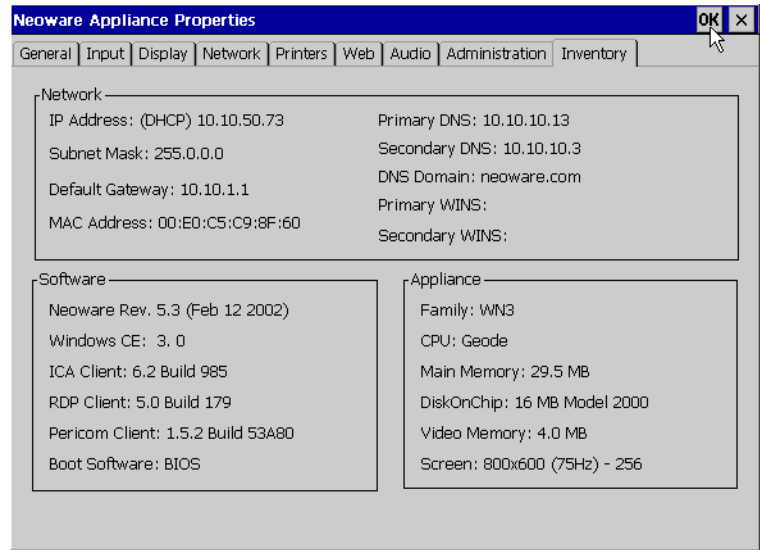
Select this checkbox to enable the simplified connection manager ezConnect

**Enable F5 toggle key** - Select this checkbox to allow the user to toggle between the Single Button Connection Manager and the Neoware Connection Manager.



## The Inventory tab.

The Inventory tab displays information about your Neoware appliance's network settings, and its software and hardware specifications.



In the Network section, the subnet mask and default gateway settings are used if your network has multiple subnets. The MAC (Media Access Control) address is the unique hardware identifier for your Neoware appliance's integrated network interface.

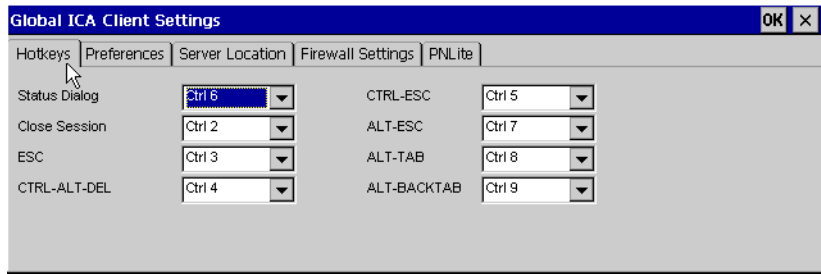
In the Appliance section, Main Memory shows the amount of random-access memory (RAM) in your Neoware appliance, and Resolution shows the current screen resolution for your monitor.

## Changing the Global ICA Client Settings

You can change settings such as hotkeys and server location for all your ICA connections using the Global ICA Client Settings dialog box. In the Appliance Properties Administration tab, click Set Global ICA Client Settings.

**Hotkeys tab**

In the Hotkeys tab, you can use the drop-down boxes to customize hotkeys for your ICA connections.



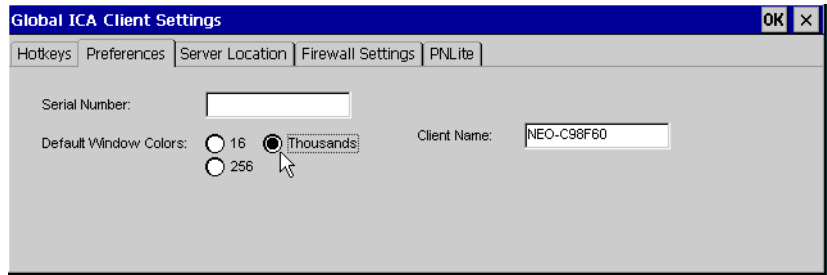
**TABLE 1. Default ICA Hotkeys**

Windows NT Hotkeys	ICA Hotkeys	ICA Function
Status Dialog	CTRL + 6	Displays the connection status.
Close Remote Application	CTRL + 2	Disconnects the connection.
Toggle Title Bar	CTRL + 3	Hides or displays the desktop title bar in the connection.
CTRL + ALT +DEL	CTRL + 4	Displays the connection's Windows NT Security dialog box.
CTRL + ESC	CTRL + 5	Displays Task List (WinFrame) or Start menu (MetaFrame).
ALT + ESC	CTRL + 7	Cycles through the windows of applications.
ALT + TAB, ALT + BACKTAB	CTRL + 8 OR 9	Cycle through the applications in the connection.

**Preferences tab**

You can enter a serial number for your ICA client software, which is needed for servers running Citrix's WinFrame. You can also enter a unique client name for your Neoware appliance and select the

default Windows colors. For PPP connections, 16 colors may provide better performance.



The Client Name set in this dialog is the same as the Appliance Name set on the Administration tab of the Neoware Appliance Properties dialog. (See “Appliance Name” on page 64.)

**Note:** The Client Name field may not contain the following characters:

\ : " ; / ~ ' @ # \$ % ^ { } < > \* + = | ? , . <space>

## Server Location tab

### Don't have MetaFrame XP?

By default, the ICA 6.2 client uses TCP + HTTP browsing, which is the default for MetaFrame XP Master Browsers / Server Farms. If you are using earlier versions of MetaFrame or WinFrame, you should change to "TCP browser."

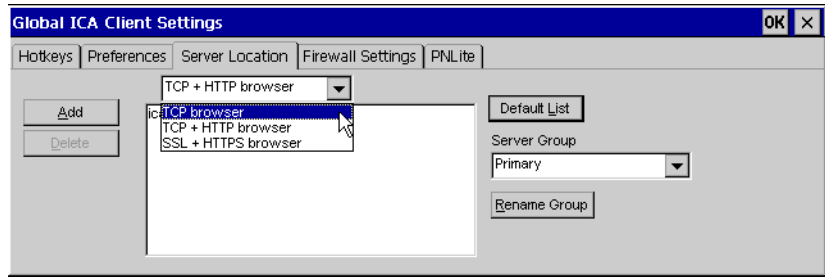
When you define ICA connections, the ICA Client Setup Wizard uses a broadcast to locate a server configured as an ICA Master Browser server. Since network broadcasts are not routinely transmitted through routers, if the Master Browser is on a subnet different from the thin client appliance, no list of servers or published applications will appear from which to select.

Using the Server Location tab, you can add addresses of ICA Master Browser servers on other subnets to make setting up connections

### Tip

If you want to delete all the selected ICA servers and groups, click Default List.

easier (selecting from a master list). You can create up to three groups of ICA servers (Primary, Backup 1, and Backup 2).

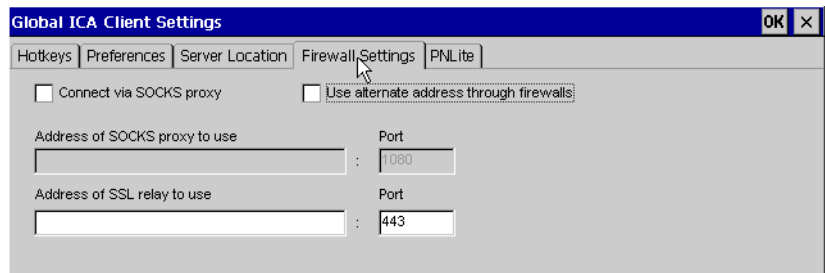


To select a server, first select a server group and then click Add. Then type the IP address or DNS name of a Citrix Master Browser server and click OK. You can add more servers to this and other groups, delete servers, and prioritize them.

**Note:** Select **Use HTTP server location** if your firewall restricts UDP broadcasts. This option enables the client to retrieve a list of all Citrix servers on the network and a list of all published applications from a Citrix server that's behind a firewall. Using this setting requires the user to specify the server address and the port to use when you click Add.

### Firewall Settings tab

You can set your ICA connections to connect through a SOCKS proxy server firewall. First select the Connect via SOCKS proxy checkbox, and then type the IP address of the SOCKS server. If the port number isn't 1080, type another.



**Note:** If you select a SOCKS proxy server, you must specify at least one Citrix server in the Server Location tab for server browsing to work. Also, if the ICA client is outside a firewall that uses address remapping, you must select the Use alternate address through firewalls checkbox.

## PNLite tab

PNLite allows you to set the thin client appliance to display only the server connections and published desktops provided from an NFuse server. When enabled, at startup the thin client appliance prompts for a password (or other appropriate user credential information if not already saved) and then displays only ICA connections and published applications that are made available to the specified user.

Click the Enable PNLite checkbox if you wish to use the thin client appliance solely as a PNLite device connected to a Citrix NFuse server.

Enter the address and port of your NFuse server, and then enter your user credentials to logon to the server.

The screenshot shows the 'Global ICA Client Settings' dialog box with the 'PNLite' tab selected. The 'Enable PNLite' checkbox is checked. The 'Server' section contains a text box with 'http://www.citrix.com' and a port box with '8080'. The 'Use SSL' checkbox is also checked. The 'User credentials' section has a 'User name' box with 'demo 1', an empty 'Password' box, and a 'Domain' box with 'test domain'. There is an unchecked 'Save password' checkbox at the bottom.

Any user credential information not provided on this screen will be prompted-for when the appliance starts up.





## Appendix 1

## *Configuring an Internal Wireless Ethernet Card*

*This appendix describes how to configure a wireless Ethernet card (CISCO Aironet 340/350) installed in an Eon thin client appliance.*

---

### Enabling the USB Controller in the appliance BIOS

---

If you are using a Neoware Eon that was shipped prior to July 1, 2001, then you will need to enable the USB controller in the BIOS in order to install and use the Cisco Aironet 340/350 internal wireless Ethernet card. Please carefully follow the instructions below in order to enable the USB controller in the appliance BIOS.

**Note:** Do not change other settings in the appliance BIOS. Doing so may render the thin client appliance non-functional.

Eons shipped after July 1, 2001, already have the USB controller enabled. If your Eon was purchased after that date, you do not need to follow the BIOS setting instructions.

#### **Setting the USB Controller setting in the BIOS to Enabled**

- 1 Power off the Eon.
- 2 Power the Eon back on.
- 3 When the Neoware Logo appears on the screen, press the Delete key in order to enter the BIOS configuration.
- 4 When the CMOS Setup Utility appears, select the Chipset Features Setup with the directional arrow keys and hit the Enter key.
- 5 When the Chipset Features Setup appears, select the USB con-

troller setting with the directional arrow keys so that the setting "Disabled" is highlighted in red.

**Note:** If the USB Controller setting highlight in red is "Enabled" then skip to step 7.

- 6 Hit the Page Down or Page Up key once to set the USB Controller to "Enabled."
- 7 Hit the escape key (ESC) to exit the Chipset Features Setup and return to the CMOS Setup Utility.
- 8 Hit the F10 key to Save the BIOS configuration and exit the setup utility.

Your appliance will reboot and you can now use a Cisco Aironet 340 or 350 wireless Ethernet PCI card installed in the Eon.

## Only Wireless Ethernet

---

Once a wireless Ethernet card is installed in your Eon, the integrated 10/100 BaseT Ethernet (RJ-45) port is no longer functional. However, all functions of your Eon work through the wireless Ethernet connection, including ezRemote Manager and ezAnywhere shadowing.

### Supported Eon Models

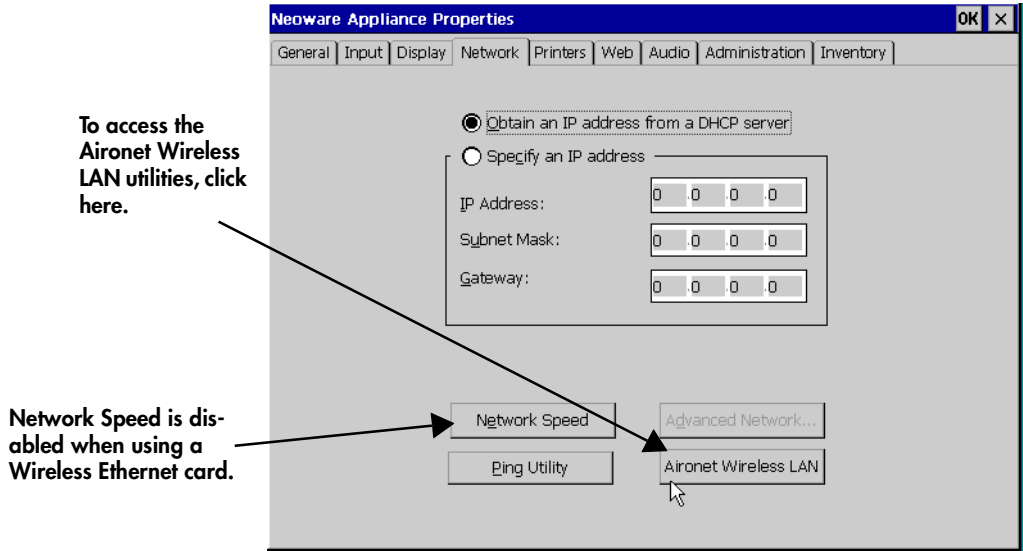
Eon 3000i thin client appliances are the only Windows CE-based models that currently support an internal wireless Ethernet card. However, all Neoware thin client appliances can work with external wireless Ethernet hubs that are available from multiple sources.

### Supported wireless Ethernet cards

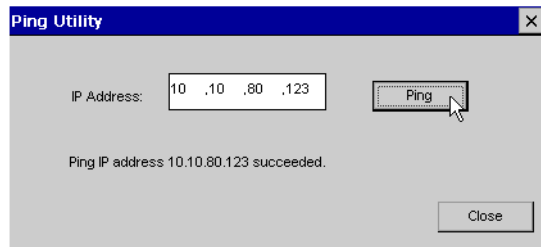
Cisco Aironet 340 and 350 series PCI wireless Ethernet adapter.

## The Network Tab with Wireless Ethernet

Select DHCP to supply an IP address to your Neoware appliance, or specify a static IP address. You can also type subnet mask and gateway settings.



The **Network Speed** button is disabled when a wireless Ethernet card is installed. The built-in Ping utility provides a mechanism to check that network settings are correct, and that the network connection is working. Click the **Ping Utility** button in order to access the utility's dialog. Enter the destination IP address, then click OK. The results of the Ping Utility test appears in the dialog.



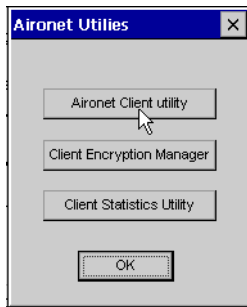
---

## Configuring an Internal Wireless Ethernet Card

To enable DNS or WINS for your Neoware appliance, click the Advanced Network button, type the appropriate settings, and then click OK.

---

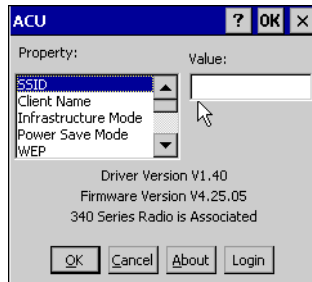
## Aironet Utilities



The utilities that are provided in Neoware's Windows CE software are provided by Cisco Systems, Inc. For instructions on setting the various values in the utilities, refer to the Cisco document: *Cisco Aironet Wireless LAN Adapters Software Configuration Guide -- 340 and 350 Series* available for download from Neoware's Web site:

<http://www.neoware.com/downloads/>

### Aironet Client Utility (ACU)



Click on Aironet Client Utility to start the utility.

The Aironet Client Utility (ACU) enables you to change the configuration parameters of your client adapter.

### Wired Equivalent Privacy (WEP)



Click on Client Encryption Manager to start the utility.

The Client Encryption Manager (CEM) utility enables you to set up encryption keys, called WEP keys, for your client adapter. WEP is an optional IEEE 802.11 feature that provides your client adapter and other devices on your wireless network with data confidentiality equivalent to that of a wired LAN. It

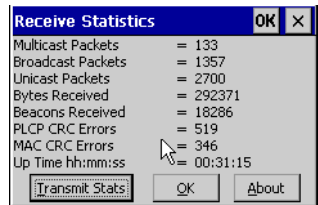
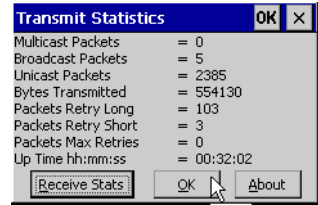
involves packet-by-packet data encryption by the transmitting device and decryption by the receiving device. For instructions on setting WEP keys, see the Cisco documentation.

## Statistics

Click on Client Statistics Utility to start the utility.

You can change the view between transmit and receive statistics by clicking the button in the lower left-hand corner of the utility dialog.

Statistics are accumulated from the time the Eon is turned on.





## Appendix 2 *Using LPR/LPD Printing*

*This appendix describes how to configure your Neoware thin client appliance for network printing with Windows and UNIX servers.*

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### Network printing using LPR/LPD

---

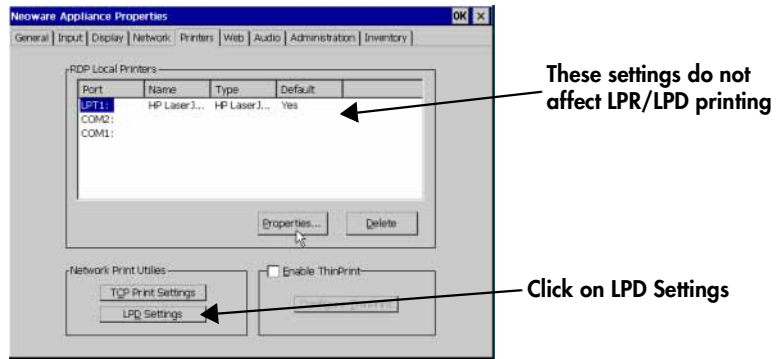
LPR (which stands for "Line Printer Remote" although you can use it with most kinds of printer) is a printing protocol that is part of the TCP/IP protocol suite. LPR allows you to send a print job to a networked computer (or to an LPR-equipped network printer) for handling with other print jobs (the job gets placed in a "print queue"). In order for LPR to work, there must be a receiving device that is running the Line Printer Daemon ("LPD"), the computer utility that is responsible for accepting LPR jobs.

Neoware thin client appliances include LPD for accepting LPR print jobs. Windows NT and Windows 2000 servers can print using LPR, as can UNIX/Linux servers and many mainframes. That means that print jobs can be directed to Neoware appliances from virtually any server operating system. This allows administrators to create network printers for use by anyone using the network, without depending on having an active user session.

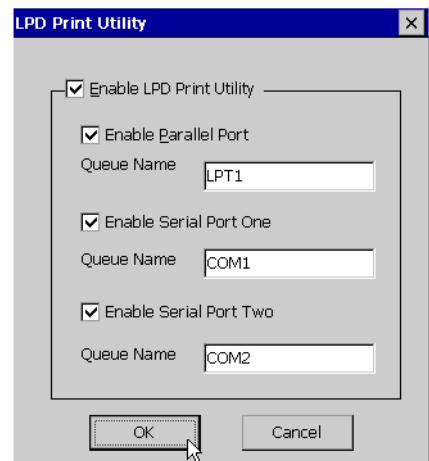
Both the thin client appliance and the server require configuration in order to use LPR/LPD. This appendix describes typical configuration settings on Neoware appliances, as well as on Windows and UNIX servers.

## Configuring the appliance for LPR/LPD printing

- 1 Power off the thin client appliance.
- 2 Connect the printer that is to be networked to a parallel or serial port.
- 3 Power on the thin client appliance.
- 4 When the Neoware Connection Manager appears, press F2 to access the Neoware Appliance Properties dialog.
- 5 Click on the Printers tab.



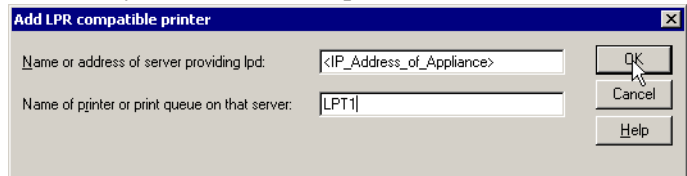
- 6 Click on LPD Settings
- 7 Check to make sure that LPD is enabled for the port to which you connected the printer. (Click Enable LPD Print Utility checkbox if not checked, and make sure checkbox for the port to which you connected the printer is checked.) Click OK to close the LPD Print Utility dialog.
- 8 Click on Inventory tab.
- 9 Note the IP address of the thin client appliance.





## Windows 2000 LPR/LPD printing to the appliance

- 1 On the Windows 2000 server, log in as administrator.
- 2 Open the Printers dialog.
- 3 Select Add Printer.
- 4 Click Next, select Local Printer, making sure that the checkbox is NOT checked for Automatically Detect and Install my Plug and Play Printer. Click Next.
- 5 Select Create a new port, and scroll down to LPR port. Click Next. A dialog will appear for entering information about the device to which you connected the printer.



- 6 On the top line (Name or address of server providing lpd), enter the IP address of the thin client appliance.
- 7 In the bottom line (Name of printer or print queue on that server), enter the Queue Name of the port to which you attached the printer. For example, if you attached the printer to the parallel port, you would enter the Queue Name "LPT1" (without any punctuation).
- 8 Click OK.
- 9 The rest of the printer installation is the same as for any other Windows printer.

## Windows NT 4 LPR/LPD printing to the appliance

- 1 On the Windows NT 4.0 server, log in as administrator.
- 2 Open the Printers dialog.
- 3 Select Add Printer.
- 4 Select My Computer. Click Next.

- 5 Select Add Port.
- 6 Select LPR Port. Click New Port.
- 7 A dialog will appear. On the top line (Name or address of server providing lpd), enter the IP address of the thin client appliance.
- 8 In the bottom line (Name of printer on that machine), enter the Queue Name of the port to which you attached the printer. For example, if you attached the printer to the parallel port, you would enter the Queue Name "LPT1" (without any punctuation).
- 9 Click OK.
- 10 The rest of the printer installation is the same as for any other Windows printer.

## Linux/UNIX LPR/LPD printing to the appliance

---

- 1 On the Linux/UNIX server, first log in as administrator (root).
- 2 Edit the /etc/printcap file and add the following section with the appropriate values:

```
<printer name>:\
    :sd=/var/spool/lpd/<port driver>:\
    :mx#0:\
    :sh:\
    :rm=<ip address>:\
    :rp=<remote port>:
```

As an example: For a printer to be named "hp5si," attached to thin client at IP address "10.10.100.13," connected to the parallel port (Queue Name "LPT1"), the entry would be:

```
hp5si:\
      :sd=/var/spool/lpd/hp5si:\
      :mx#0:\
      :sh:\
      :rm=10.10.100.13:\
      :rp=LPT1:
```

3 Save the file.

4 To print from the command line, enter the command:

```
lpr -P <printer name> <name of file to print>
```

Further driver configuration on Linux is left to the customer.

## Frequently observed issues

---

### **Don't use punctuation**

When you enter the Queue Name, be sure not to add a colon (:) or any other punctuation. Just use the Queue Name, exactly as it appears in the LPD Printer Utility dialog on the thin client appliance. For more information, see “Configuring the appliance for LPR/LPD printing” on page 82.

### **"Printer name" really means Queue Name**

Although both Windows 2000 and Windows NT 4.0 use the term "name of printer" to prompt for information when defining an LPR printer, the correct entry is the appropriate Queue Name (see above). For example, if you attached the printer to the parallel port, you would enter the Queue Name "LPT1" (without any punctuation).



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