



eon5000 Series  
**USER MANUAL**

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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.

10.5.2001

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## FCC regulatory and safety information

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Regulatory information Federal Communications Commission (FCC) (USA only)

Federal Communications Commission Radio Frequency Interference Statement

**WARNING:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to correct the interference by one or more of the following measures:

- reorient or relocate the receiving antenna.
- increase the separation between the equipment and the receiver.
- connect the equipment into an outlet that is on a circuit different from the receiver.
- consult the dealer or an experienced radio/TV technician for help.

Neoware's system RFI and Radiated Immunity tests were conducted with Neoware-supported peripheral devices and Neoware-shielded cables, such as those you receive with your system. Changes or modifications not expressly approved by Neoware could void the user's authority to operate the equipment. To comply with the limits for an FCC Class B computing device, always use shielded signal cables and the shielded power cord supplied with this unit.

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Neoware Systems, Inc. (Neoware) warrants each Neoware hardware product to be free of material hardware defects for 12 months from the date of shipment to the original customer, and will, at its option, repair or replace any such defect according to the terms of this limited warranty, and Neoware's liability under this warranty shall be limited to such repair or replacement. Monitors sold by Neoware are warranted directly by and through the monitor manufacturers, not by Neoware.

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Some states do not allow limitations on how long an implied warranty lasts so in this case the above limitation may not apply to you.

This limited warranty applies to this Neoware hardware. However, the procedure for obtaining service may vary outside the Continental United States. Contact Neoware for such warranty service information.

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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 Eon always disconnect the AC power cord to prevent the possibility of dangerous electrical shock.**
2. **Before cleaning, disconnect the Eon 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 Eon from excessive humidity.**
4. **Be sure to install the Eon on a secure surface. A falling Eon 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 Eon.**
7. **If the Eon 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 Eon openings: This could cause fire or electrical shock.**
9. **If one of the following situation occurs, be sure to get the Eon checked by a qualified service technician:**
  - a. **The power cord or plug is damaged.**
  - b. **Liquid penetrates the Eon case.**
  - c. **The Eon is exposed to moisture.**
  - d. **The Eon does not work well or you cannot get it to work according to the user's manual.**
  - e. **The Eon has been dropped or damaged.**
  - f. **If the Eon has obvious signs of breakage.**
10. **The Eon should be stored and used only in temperature and humidity controlled environments. Storing Eons 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 Eon 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 Eons that are powered by Neoware Software incorporating the Microsoft® Windows® NT Embedded 4.0 (NTe) operating system. It's intended for administrators, and evaluators.

### **Organization**

It is recommended that you read the chapters of this manual in order. The main topics covered are:

- Unpacking and setting up your Eon.
- Logging on to your appliance and configuring Logon accounts.
- Details of the Pre-Installed Software Applications on your appliance.
- Technical notes

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

## **What is an Eon 5000?**

Using a Neoware Eon 5000 lets you harness the power of Microsoft's Windows NT Embedded in a smart, customizable, manageable appliance without a hard drive, fan or other moving parts providing silent operation.

The Eon 5000 is based on Microsoft's industry-standard NTE operating system. You can customize Eon 5000 to fit virtually any computing environment. In addition Neoware has added its ezFeatures which include:

- **ezManage** - Full remote management capabilities built into every version of Neoware software. Whether through the use of ezRemote Manager, or through the use of standard management software like CA Unicenter, or Tivoli, customers can update and configure Neoware appliances without ever visiting the desktop. Using Neoware's ezRemote Manager software provides administrators with complete central management including device discovery, asset management, remote configuration, remote updates, and additional software components via our ezSnap technology. Also, using ezRemote Manager, we provide the capability to clone appliances. This allows the administrator to copy a custom configuration from one Eon 5000 to another, or to thousands.
- **ezSecure** - ezSecure refers to the ability of system administrators to completely lock down Neoware software from unauthorized user intervention. On the Eon 5000 this is accomplished by creating specific user logon accounts with limited access to the operating system configuration.
- **ezSnap** - This feature allows users to add new functionality, update existing software, or modify configurations in their Neoware appliances without having to upload or download a software image. As a result of this feature, administrators can use ezRemote Manager to selectively run scripts or update client software on a single Neoware appliance or hundreds of Neoware appliances simultaneously.
- **ezCompress** - This feature refers to the way Neoware compresses normally large operating systems to fit in the right-sized appliance.

The Eon 5000 can connect to servers running Microsoft Windows 2000 Server (as well as Advanced Server and Datacenter Server versions), Microsoft Windows NT Server, Terminal Server Edition

(TSE), and to servers that are running Citrix MetaFrame®, Win-Frame®, or Citrix Device Services (CDS). Using the Pericom terminal emulation suite, you can also connect to mainframes and minicomputers. Your Eon 5000 also comes fully configured to run serial and parallel devices, and includes a PCI/ISA slot for expandability. These features allow you to connect printers, modems, bar code scanners, and other peripheral devices to your Eon.

Eons 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.

## Getting More Information

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### **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 610.277.8300 or send an e-mail message to [support@neoware.com](mailto:support@neoware.com).



## CHAPTER 1

# *Setting up Your Eon*

*This chapter describes how to unpack and set up your Eon.*

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## Unpacking Your Eon

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### **Packaging contents**

Your Eon 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 Eon's monitor, keyboard, and mouse):

#### **Eon**

- A keyboard with cable attached.
- A mouse with cable attached.
- A power cable.
- A stand for stabilizing your Eon in a vertical orientation.
- Neoware Eon Family Quick-Start Guide.

#### **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 Eon, open the cartons carefully, remove the components, and save the packing materials in case you need to repack them.



Eon with a 17-inch monitor

## Connecting the Components

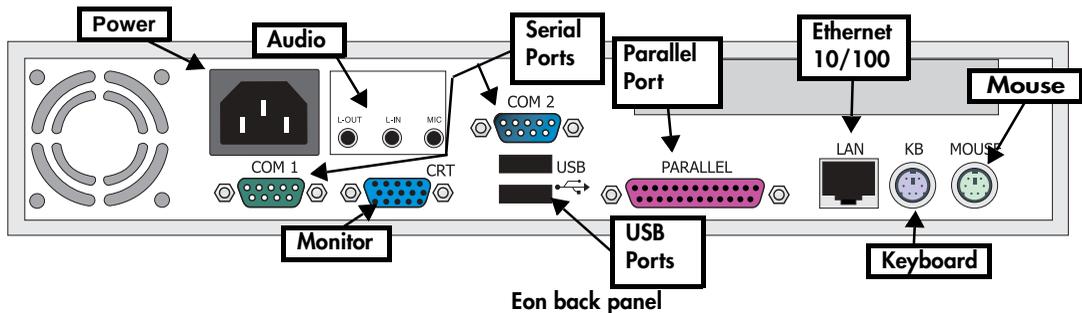
### Back panel connectors

#### FYI

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

This diagram shows the back panel of Eon series models.

- MOUSE is a PS/2-type mouse port.
- KB is a PS/2-type keyboard port.
- LAN is an RJ-45 jack. The Eon 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 are DB-9, RS-232 ports for peripheral devices such as modems, personal digital assistants (PDAs), and bar code scanners.
- USB ports (two Type A USB ports)  
**Note:** USB is not currently supported by Windows NT Embedded Version 4.0.
- MIC is a 3.5 mm microphone jack.
- L-IN is a 3.5 mm line audio input jack.
- L-OUT is a 3.5 mm audio output jack.
- CRT is a standard DB-15, high-density, VGA-type monitor connector.



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

## **Connecting the cables**

### **14 Arrange your Eon and monitor in your work area.**

Eon models are designed to be placed underneath your monitor (with the monitor stand placed on the side of the Eon) or beside the monitor (in a vertical orientation with or without using the included stand for increased stability).

### **15 Connect the monitor power cable to a power source.**

### **16 Connect the power cord into the socket. Make sure the Eon is powered off.**

### **17 Connect the keyboard cable to the KB port.**

### **18 Connect the mouse cable to the MOUSE port.**

### **19 Connect the monitor video cable to the CRT port.**

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

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

This RJ-45 jack looks like a telephone jack.

## **Connecting peripheral devices**

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

- 1 If your Eon is turned on, log off all its open connections, and then turn off the Eon.**
- 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 1 or COM 2).**

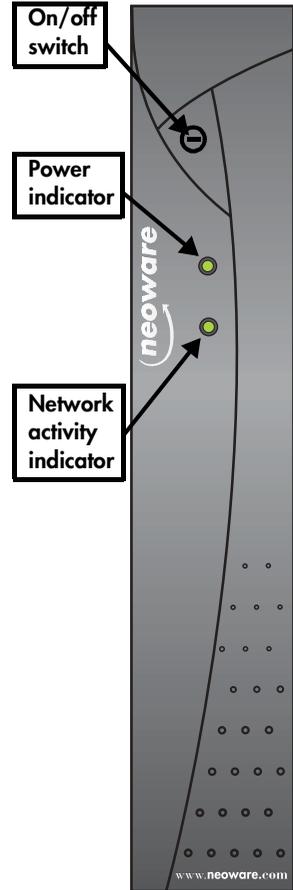
**4 Turn on your Eon and then the peripheral device.**

## Using the Front Panel

### Using the indicators and connectors

Here are the indicators and connectors on the Eon front panel.

- The *network activity indicator*.
- The *power indicator* lights when your Eon is powered on.
- **To turn on your Eon,** push in the triangular on/off ① switch on its front panel.
- **To turn off your Eon,** push the on/off switch again.



Eon 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 Eon:

- 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 so 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.



*This chapter describes how to initially log on to your Eon 5000 computing appliance, and how to set up user accounts.*

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## Preconfigured Logon Accounts

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### Neoware Default Logon Accounts

Neoware ships Eon 5000 series computing appliances with two preconfigured logon accounts: Administrator and User. Logging on using the default Administrator logon account allows the user the ability to configure every aspect of the Eon 5000 appliance in addition to being able to use any pre-installed application. Logging on using the default User logon account allows the user to simply use the pre-installed software including Microsoft Internet Explorer 5.5, Microsoft Client Connection Manager, and the Citrix Program Neighborhood. This limited functionality is designed to lockdown the operating system in order to prevent an inexperienced user from making changes that could impair the function of the appliance.

### Logging On Using the Default Logon Accounts

After powering up your Eon 5000 series computing appliance for the first time, you can logon to the appliance using one of the preconfigured logon accounts. The logon information for these two accounts is:

Account	User Name	Password
Administrator	Administrator	Administrator
User	User	User

**1 When the Begin Logon dialog appears press CTRL + ALT + DEL to log on.**

**2 In the Logon Information dialog enter a user name and password to logon to your appliance.**

**Note:** The preconfigured logon account user names and passwords are case sensitive, so be sure to capitalize the first letter. In addition, network administrators should change the password for the default Administrator account as a security precaution.

## Auto Logon

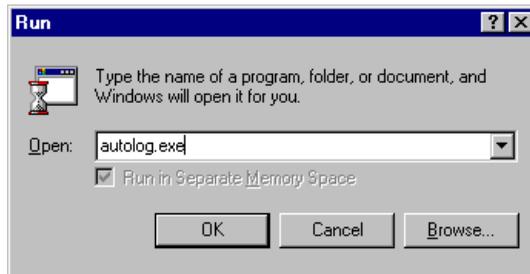
Enabling Auto Logon causes your appliance to login using a specified logon account when powered on.

To enable Auto Logon:

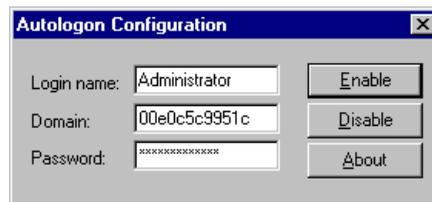
**1 Click the Start button.**

**2 Click Run.**

**3 In the Run dialog box type autolog.exe in the Open field. When finished, click OK.**



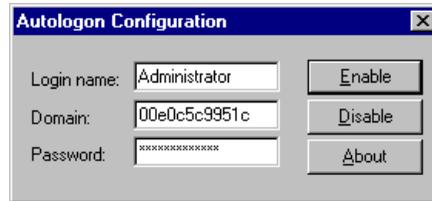
**4 When the Autologon Configuration dialog opens specify the logon account you would like to use by entering the Login Name, Password, and Domain (if applicable).**



**5 Click the Enable button.**

To disable Auto Logon:

- 1 **Click the Start button.**
- 2 **Click Run.**
- 3 **In the Run dialog box type autolog.exe in the Open field. When finished, click OK.**
- 4 **When the Autologon Configuration dialog opens click the Disable button.**



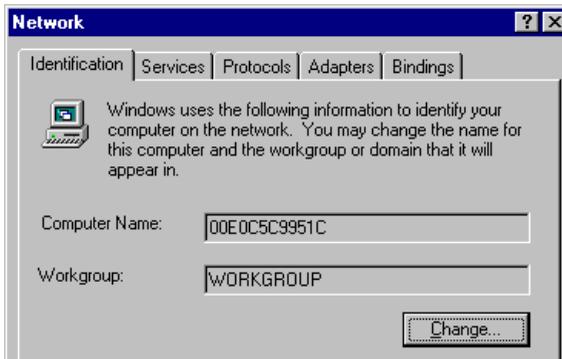
**Note:** It is now required to set an NTe appliance to auto logon to the Administrator account prior to cloning(see Chapter 4 "Updating Appliance Software" of the ezRemote Manger User Manual). When updating other Neoware Windows Nte appliances on your network, those appliances' original auto logon information is preserved.

## Domain Logon

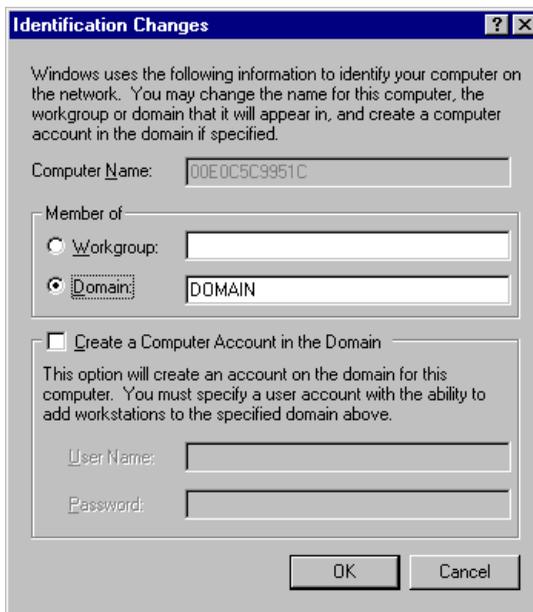
Enabling Domain logon allows the user to logon to their Eon 5000 Series appliance using their network credentials. If you do not have network administrator rights, then have your administrator create a machine account in the domain before proceeding with the following instructions.

- 1 **Right click the Network Neighborhood icon on your desktop.**
- 2 **Select properties from the drop-down menu.**
- 3 **In the Network dialog click the Change button in the Identifi-**

ation tab.



- 4 When the Identification Changes dialog appears click the Domain radio button and specify the Domain you wish to join in the Domain field.



**Note:** If your network administrator already added your machine account to the domain you wish to join, proceed to step 7.

If you do not have a machine account but you do have administrative rights on the network, continue with step 5 to setup a machine account from your appliance.

- 5 In the Identification Changes dialog, click the Create a Computer Account in the Domain checkbox.**
- 6 Enter your User Name and Password.**
- 7 Click OK.**
- 8 When the Domain Welcome dialog appears, Click OK**
- 9 Then click Yes when asked to reboot your appliance.**



*This chapter describes the software applications that are pre-installed and configured on you Eon 5000 Series computing appliance.*

## Pre-installed Software Applications

### Software Applications

Neoware ships the Eon 5000 Series computing appliances with a host of software applications. These applications expand the functionality of your computing appliance and allow users to access software on servers. Depending on the Eon 5000 model you have, the following applications and clients are pre-installed on Eon 5000 Series appliances:

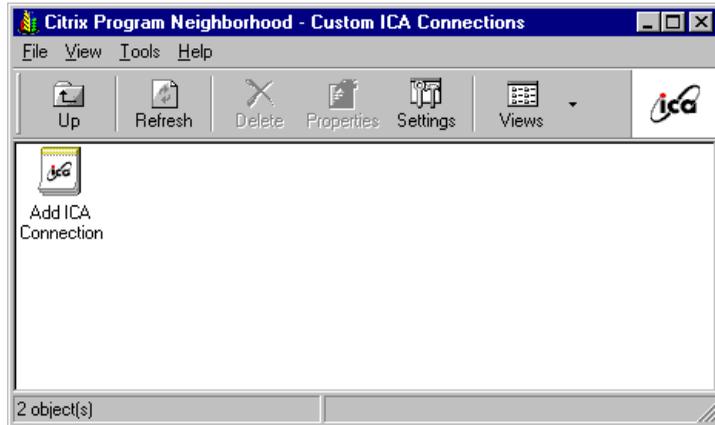
	eon 5000e	eon 5000i	eon 5000s	eon 5000t
<b>Microsoft RDP 5</b>	x	x	x	x
<b>Citrix ICA 6.01.963</b>	x	x	x	x
<b>Dialup PPP</b>			x	x
<b>Internet Explorer 5.5</b>		x	x	x
<b>Microsoft Java VM</b>			x	x
<b>Windows Media Player 6.4.07.1112</b>			x	x
<b>Adobe Acrobat Reader Plug-in 4.0</b>			x	x
<b>Macromedia Flash Plug-in</b>			x	x
<b>Pericom teamTalk 1.51</b>			x	x

### Citrix Program Neighborhood

Citrix Program Neighborhood is a utility that allows administrators and users to create server connections using the Citrix ICA Client.

The Citrix Independent Computing Architecture (ICA®) is a network protocol that allows connections to servers running Microsoft

Windows 2000 Server (as well as Advanced Server and Datacenter Server versions), Microsoft Windows NT Server, Terminal Server Edition (TSE), and to servers that are running Citrix MetaFrame®, WinFrame®, or Citrix Device Services (CDS). The Eon 5000 Series computing appliance contains version 6.01 of the Citrix ICA® client.



### **Microsoft's Client Connection Manager**

Microsoft's Terminal Services Client Connection Manager software is a utility that allows administrators and users to create server connections using Microsoft RDP.

Microsoft's Remote Desktop Protocol (RDP) is a network protocol that allows connections to servers running Microsoft Windows 2000 Server (as well as Advanced Server and Datacenter Server versions), and Microsoft Windows NT Server, Terminal Server Edition (TSE).

The Eon 5000 Series computing appliance contain version 5.0 of the Microsoft RDP client.



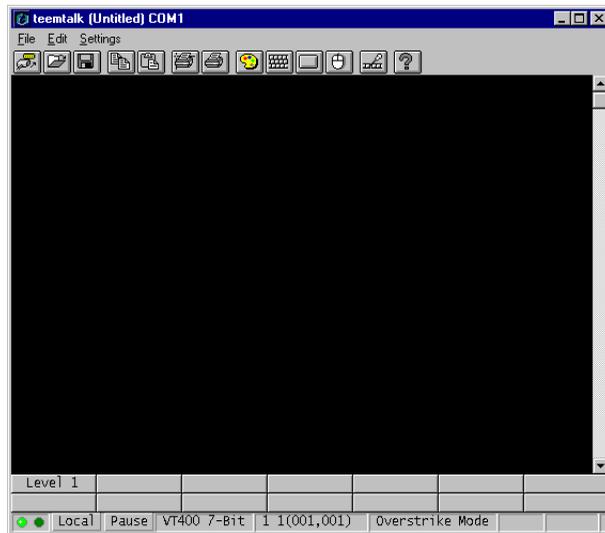
## Microsoft's Internet Explorer 5.5

Microsoft's Internet Explorer is a web browser. This software gives the user the ability to view Web pages using the industry leading, state-of-the-art web browser.



## Pericom teemTalk

Using the Pericom teemTalk NTe terminal emulation suite allows the user to connect to server, mainframes, and minicomputers by emulating terminals.



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

## Microsoft's Java Virtual Machine (JVM)

Microsoft's Java Virtual Machine is a component of Internet Explorer that provides the ability to execute Java applets while browsing the web.

**Adobe Acrobat  
Reader Plug-In**

Adobe® Acrobat® Reader™ software lets you view and print Adobe Portable Document Format (PDF) files, as well as fill in and submit Adobe PDF forms online.

**Macromedia Flash  
Plug-In**

The Macromedia Flash Plug-In allows users to seamlessly view and interact with vector-based animated content created with Macromedia Flash software.

**Microsoft's  
Windows Media  
Player**

The Microsoft Windows Media Player is a universal media player that you can use to receive audio, video, and mixed-media in all of the most popular formats. It is a CD player, audio and video file player, media jukebox, media guide, and Internet radio player all-in-one.





*This chapter describes the technical configuration of the Eon 5000 Series appliance.*

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## Storage Configuration

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### Flash Disk

The Eon 5000 Series computing appliance contains a Flash memory based file system where the operating system and local application files are stored. The Flash disk is divided into two partitions. These partitions are drive C:, where the main operating system software is stored, and drive D:, where files necessary to update your appliance are stored.

**Note:** It is recommended that you save files on a server and not on the flash storage in your appliance. If the unused space on Drive C: is reduced to 3 megabytes, the appliance may become unstable. If the unused space on Drive C: is reduced to 2MB or less the appliance may become inoperable. In addition, do not delete, remove, or alter any files in drive D: or your appliance may not perform properly.

### Temporary RAM Disk

The Eon 5000 Series computing appliances have a virtual disk which utilizes a portion of the system memory. This virtual drive is labelled Z: and is used to store temporary data. However, this storage is volatile and will be erased when the appliance is shut down or rebooted. Therefore, any files that you want to keep and use again should not be stored on drive Z:.

Drive Z: is a good location for storing session specific files that should not be permanently stored in the Flash disk. Types of these files include software temp files, temporary internet cache, spooled print jobs, and roaming profile files.

### Mapping Network Drives

In order to map network drives it is necessary to be logged in using the Administrator account or any account with administrator privileges. Drive mappings will stay on the appliance if they are defined as persistent.

### Roaming Profiles

In order to avoid corrupting the Flash Disk, roaming profiles should be written to drive Z:. Due to the limited size of Drive Z:, the roaming profiles should be kept to a minimum size.

### Task Manager

In order to access and use the Task Manager it is necessary to be logged in using the Administrator account or any account with Administrator privileges. For greater detail concerning the Task Manager and its use, please consult the Microsoft Windows NT documentation.



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## Remote Management and Configuration

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- ezRemote Manager** Neoware's Remote Management software, ezRemote Manager, is a server-based application that provides sophisticated centralized administration capabilities for the full line of Neoware network appliances. With ezRemote Manager, you can:
- Locate and view the specifications of the Eon 5000 appliances on your network.
  - Select, group, and print lists of your Eon 5000 appliances for easy management.
  - Centrally update the Windows NTe system software of your Eon 5000 appliances.
  - Copy and save as a configuration file, or "clone" the system software and its entire configuration including server connections, security settings, and installed software from one appliance to other appliances.
  - View the progress of your updates as they occur, and schedule your updates for the most convenient date and time.



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