



User Manual
for
Neoware Thin Client Appliances
with
Microsoft® Windows® XP Embedded
Operating System



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

9.4.2002

FCC regulatory and safety information

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)

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

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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Microsoft OEM Customer License Agreement For Embedded Systems

Safety Instructions

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

1. **Before removing the outer case from the thin client appliance always disconnect the AC power cord to prevent the possibility of dangerous electrical shock.**
2. **Before cleaning, disconnect the thin client 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 thin client appliance from excessive humidity.**
4. **Be sure to install the thin client appliance on a secure surface. A falling device 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 thin client appliance.**
7. **If the thin client 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 thin client appliance openings: This could cause fire or electrical shock.**
9. **If one of the following situation occurs, be sure to get the thin client appliance checked by a qualified service technician:**
 - a. **The power cord or plug is damaged.**
 - b. **Liquid penetrates the thin client appliance case.**
 - c. **The thin client appliance is exposed to moisture.**
 - d. **The thin client appliance does not work well or you cannot get it to work according to the user's manual.**
 - e. **The thin client appliance has been dropped or damaged.**
 - f. **If the thin client appliance has obvious signs of breakage.**
10. **The thin client 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, 0.75mm², rate minimum 6A.**
13. **The thin client appliance should be used only where ambient air temperatures are maintained below 40°C.**

Table of Contents

FCC regulatory and safety information	iii
CANADA ICES/NMB-003 Class/Classe (B)	iii
Neoware Hardware Warranty	iii
Microsoft Software License	iii
Safety Instructions	v
Table of Contents	vii

Introduction 9

Overview	9
Purpose and intended readers	9
Organization	9
What is a Neoware XPe thin client appliance?	10
Getting More Information	11
The Internet	11
Technical support	11

CHAPTER 1 ***Setting Up Your Neoware Thin Client Appliance*** 13

Unpacking your Neoware thin client appliance	13
Packaging contents	13
Connecting the components	14
Back panel connectors	14
Connecting the cables	15
Connecting Parallel and Serial peripheral devices	15
Arranging Your work area	16
Getting comfortable	16

CHAPTER 2 ***Logging On*** 17

Preconfigured logon accounts	17
Neoware default logon accounts	17
Logging on using the default logon accounts	17
Automatic logon	18
To enable auto logon	18

To disable auto logon	19	Microsoft Windows Media Player	30
Domain logon	19		
Enabling domain logon	20		
CHAPTER 3 <i>Applications</i>	23	CHAPTER 4 <i>Technical Notes</i>	33
Overview	23	File storage configuration	33
Standard configurations and snap-ins	23	Flash disk	33
Citrix Program Neighborhood	24	Temporary RAM disk	33
Microsoft Remote Desktop Connection	24	Mapping network drives	34
Microsoft Internet Explorer 6.0	26	Roaming profiles	35
Pericom teamTALK XPe	27	Task Manager	35
Supported emulations	27	USB device support	36
Setting up teamTALK XPe connections	28	Remote management and configuration	36
Microsoft Virtual Machine	30	ezRemote Manager	36
Adobe® Acrobat® Reader Plug-In	30	Download ezRemote Manager	37
Macromedia Flash™ Plug-In	30		
		<i>Index</i>	39

Introduction

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

Overview

Purpose and intended readers

This manual explains how to use Neoware thin client appliances that are powered by Neoware software incorporating the Microsoft® Windows® XP Embedded (XPe) operating system. It is 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 thin client appliance.
- 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 the documentation provided with the applications.

What is a Neoware XPe thin client appliance?

Using a Neoware XPe thin client appliance lets you harness the power of Microsoft's Windows XP Embedded in a smart, customizable, manageable appliance without a hard drive, fan or other moving parts for a completely silent, long-lived operation.

Neoware's XPe thin client appliances run Microsoft's industry-standard XPe operating system. Neoware's open approach to XPe means that you can customize our XPe appliances 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. With Neoware's remote management software suite — ezRemote Manager — customers can update and configure Neoware appliances without ever visiting the desktop. ezRemote Manager software provides administrators with complete central management including device discovery, asset management, remote configuration, remote software updates, and installation of additional software components (via Neoware's ezSnap technology). Also, using ezRemote Manager administrators can copy a customized configuration from one XPe appliance to another, or to thousands of others.
- ezSecure – ezSecure refers to the ability of system administrators to completely lock down Neoware software from unauthorized user intervention.
- ezSnap – Add new functionality, update existing software, or modify configurations in your Neoware thin client appliances without having to upload or download an entire software image.

Neoware XPe appliances can connect to servers running Microsoft Windows .NET Server, Microsoft Windows 2000 Server (as well as Advanced Server and Datacenter Server versions), Microsoft Windows NT 4.0 Server, Terminal Server Edition (TSE), and to servers that are running Citrix MetaFrame®, WinFrame®. Using Pericom teemTALK terminal emulation suite (optional), you can also connect to mainframes and midrange computers. Your XPe appliance also comes fully configured to communicate with USB, serial, and parallel devices, and (depending on the hardware series) may include a PCI/ISA slot for expandability. These features allow you to connect

printers, modems, bar code scanners, and other peripheral devices to your appliance.

Neoware thin client appliances aren't difficult to use. If you know how to use a personal computer, or even if you don't, you can use a Neoware thin client appliance.

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.

CHAPTER 1

Setting Up Your Neoware Thin Client Appliance

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

Unpacking your Neoware thin client appliance

Packaging contents

Your Neoware-powered 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 thin client appliance 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 following is an explanation of the different connections that can be found on Neoware thin client appliances.

- MOUSE is a PS/2-type mouse port (green-colored connector marked with the word “MOUSE” or with the icon displayed here). 
- KEYBOARD is a PS/2-type keyboard port (purple-colored connector marked with the word “KEYBOARD” or with the icon displayed here). 
- 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 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 Arrange your appliance and monitor in your work area.
- 2 Connect the monitor power cable to a power source.
- 3 Connect the power cord into the socket. Make sure the appliance is powered off.
- 4 Connect the keyboard cable to the **KEYBOARD** (purple) port.
- 5 Connect the mouse cable to the **MOUSE** (green) port.
- 6 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.
- 7 Connect a twisted-pair, 10BaseT or 100BaseT Ethernet cable into the LAN jack.

Connecting Parallel and Serial peripheral devices

You can connect a modem, printer, bar code scanner, and other peripheral devices to your 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 1** or **COM 2**). Which serial port devices will work with your thin client appliance depends on the software version loaded in the device. Not all software versions support all serial devices.
- 4 Turn on your appliance and then the peripheral device.

Arranging Your work area

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

Logging On

This chapter describes how to initially log on to your Neoware XPe thin client appliance, and how to set up user accounts.

Preconfigured logon accounts

Neoware default logon accounts

Neoware ships XPe thin client appliances with two preconfigured logon accounts: **Administrator** and **User**. Logging on using the default **Administrator** logon account allows the user to configure every aspect of the XPe appliance. Logging on using the default **User** logon account allows the user to use the pre-installed software, but not to make configuration changes to the XPe appliance. This limited functionality is designed to lock down the operating system in order to prevent unauthorized changes that could impair the function of the appliance.

Logging on using the default logon accounts

After powering up your XPe appliance for the first time, you can logon to the appliance using one of the two preconfigured logon accounts. The logon information for these two accounts is (the passwords are case-sensitive):

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.

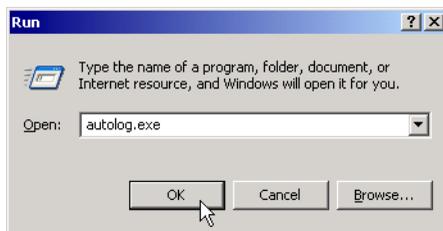
Note: The preconfigured logon account user names and passwords are case sensitive. In addition, network administrators should immediately change the password for the default Administrator account as a security precaution. To work best with Neoware's ezRemote Manger thin client remote administration tool, Neoware recommends that all thin clients (or at least all those in a group or location) be assigned the same Administrator password.

Automatic logon

Enabling automatic logon allows you to have your appliance logon using a specified user account following a power cycle (*i.e.*, when powered on or after a restart).

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.

Note: Before attempting to clone an XPe appliance, you must first set it to auto logon to the Administrator account (see Chapter 4 “Updating Appliance Software” of the *ezRemote Manager User Manual*. You can download a copy of that software and user manual from <http://www.neoware.com/downloads/>). When you copy the cloned image to other Neoware Windows XPe appliances, those appliances’ original auto logon setting (enabled or disabled) is preserved.

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: If you have Auto Logon configured to log in as a user account without administrator privileges, you may need to hold down the SHIFT key during the bootup cycle in order to force the appearance of the logon screen.

Domain logon

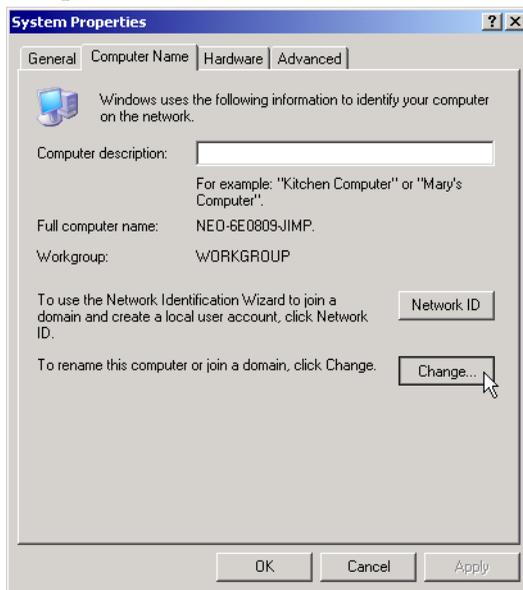
Enabling domain logon allows the user to logon to their XPe appliance using their network credentials. If you do not have network administrator rights, then have your administrator create a machine account in the domain before proceeding with the following instructions.

Enabling domain logon

- 1 Click the **Start** menu on your taskbar.
- 2 **Right click** on the My Computer menu item.



- 3 Select **Properties** from the drop-down menu.
- 4 In the System Properties dialog, click the **Change** button on the Computer Name tab.



- 5 On the Computer Name tab, click **Change**, and then enter the information in the Computer Name Changes dialog box. Also, when the domain membership changes, you can change the pri-

mary Domain Name System (DNS) suffix by clicking **More**.



Note: If you are unfamiliar or uncertain about performing these tasks, you can use the Network Identification (ID) Wizard to help you.

- 6 Click **OK**.
- 7 When the Domain Welcome dialog appears, click **OK**
- 8 Then click **Yes** when asked to reboot your appliance.

NOTE: If you configure Domain logon and use roaming profiles, you need to ensure that the local copy of the profile is not written to the Flash disk. For more information about roaming profiles, see “Roaming profiles” on page 35.

This chapter describes the software applications that are pre-installed and configured on your Neoware XPe thin client appliance.

Overview

Standard configurations and snap-ins

Neoware ships Windows XPe thin client 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 model you have, the following applications and clients are pre-installed:

	Base Model	Terminal Emulation and Expansion Option Pack
Flash Disk Size (MB)	128	192
Microsoft Windows XP Embedded	X	X
Microsoft RDP 5.1.2600.0	X	X
Citrix ICA 6.30.1050	X	X
Microsoft Dial-Up Networking (PPP/RAS)	X	X
Internet Explorer 6.0.2600	X	X
Windows Media Player	6.4 (8.0--Snap-In)	8.0
Microsoft Java VM (JIT) 5.0	Snap-In	X
Adobe Acrobat Reader Plug-in 5.05	Snap-In	X
Pericom teamTalk 1.6	Snap-In	X
Macromedia Flash Plug-In 5.0.42.0	Snap-In	X

Citrix Program Neighborhood

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

Citrix Independent Computing Architecture (ICA®) is a network protocol that allows the remote display of and interaction with applications running on Microsoft .NET Server, 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®, or WinFrame®. Neoware's XPe thin client appliances contain version 6.3 of the Citrix ICA® client.



Microsoft Remote Desktop Connection

Microsoft's Remote Desktop Connection software is a utility that allows administrators and users to create server connections using Microsoft RDP 5.1.

Microsoft's Remote Desktop Protocol (RDP) is a network protocol that allows the remote display of and interaction with applications running on Microsoft .NET Server, Microsoft Windows 2000 Server (as well as Advanced Server and Datacenter Server versions), and Microsoft Windows NT Server, Terminal Server Edition (TSE).

Neoware's XPe thin client appliances contain version 5.1 of the Microsoft RDP client.

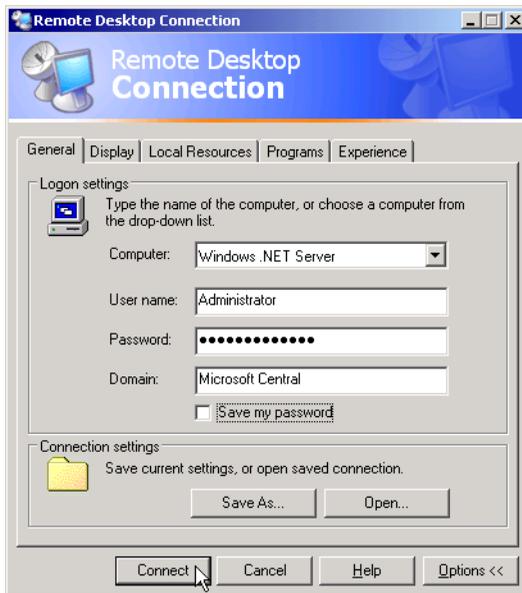
When used with computers running Windows .NET Server or Windows XP Professional, the Remote Desktop Connection / RDP 5.1 is capable of:

- High color display on the thin client appliance
- Locally playing sounds generated on the server
- Accessing devices connected to the thin client appliance on the serial ports
- Accessing printers connected to the thin client appliance
- Accessing locally connected USB external floppy/CD-ROM/Zip drives
- Accessing Smart Cards through a reader connected to the thin client appliance

To access the Remote Desktop Connection software, click on the **Start** taskbar button, and select **All Programs | Accessories | Communications | Remote Desktop Connection**. The default dialog contains a field for entering the name of the Windows .NET Server to which you wish to connect.



Click on **Options** for an extended choice of settings.



Remote Desktop Connection with extended options displayed

Microsoft Internet Explorer 6.0

Microsoft Windows XPe includes Internet Explorer Web browser, version 6.0. By default, this program is available to be used by both the Administrator and the User accounts. Administrator has full, unrestricted access to IE 6.0 menus and functionality. User has

restricted access to IE 6.0, without access to File menu functions, and restricted access to configurations.



Pericom teamTALK XPe

Pericom teamTALK XPe terminal emulation suite provides access to applications running on UNIX and LINUX servers as well as on mainframes and midrange computers. Depending on the version of software shipped with your XPe thin client appliance, you may not have teamTALK XPe installed. It is available as an optional Snap-In add-on. If you wish to add teamTALK to your installation, contact your Neoware sales representative.

Supported emulations

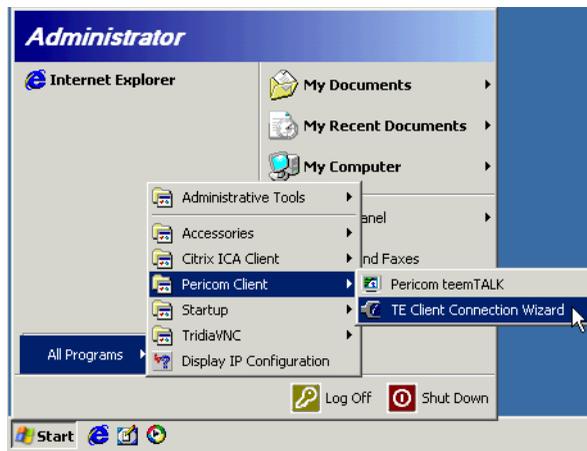
- ADDS A2
- AIX Term
- ANSI BBS
- AT 386
- BQ 3107
- DG 410
- HP 700-92/96
- HZ 1500

- IBM 3151
- IBM 3270
- IBM 5250
- MDI P12/P8
- MDI Prism-9
- SCO Console
- Siemens 97801
- TA 6530
- TVI 910, 920, 925, 950, 955
- Viewdata 40, 80, Split
- VT 52, 100, 500 7-bit, 600 8-bit
- Wyse 50, 50+, 60

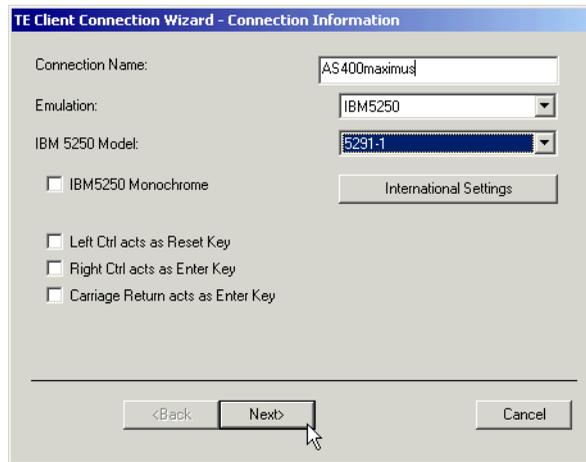
Setting up teemTALK XPe connections

To set up Pericom teemTALK XPe connections:

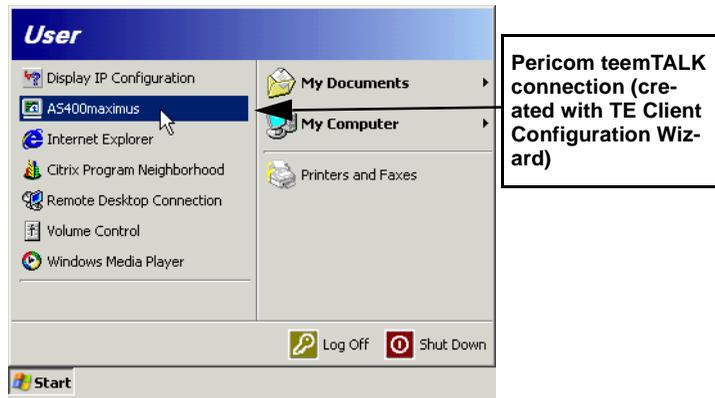
As Administrator: From the **Start** taskbar button, select **All Programs | Pericom Client | TE Client Connection Wizard**.



The TE Client Connection Wizard allows the Administrator to create shortcuts to networked computers. The resulting desktop icon can be copied to Start menus for users.



As User: Click on Pericom teemTALK icon on Start menu. Or click



on icons for pre-configured connections (such as the highlighted menu item in the screen shot, above).

Microsoft Virtual Machine

Microsoft Virtual Machine is installed (depending on the configuration of your XPe thin client appliance) as a plug-in for Internet Explorer 6.0. It provides the ability to execute Java applets that are embedded on HTML pages.

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 Windows Media Player

All versions of Neoware's Windows XPe thin client appliances include a version of Microsoft Windows Media Player. By default in the base version of software, Media Player v. 6.4 is installed because of Flash disk available capacity issues. However, in the Terminal Emulation and Maximum Expansion Option Pack version, Media Player v. 8.0 is installed. If you desire, you can download a snap-in from Neoware's Web site (<http://www.neoware.com/downloads/>) that will install the v. 8.0 version into the base configuration.

Media Player is installed as both a freestanding application, and as a plug-in for Internet Explorer 6.0. Media Player allows you to play audio and video files and data streams from Web sites.



This chapter describes the technical configuration of Neoware Windows XPe thin client appliances.

File storage configuration

Flash disk

Neoware Windows XPe thin client appliances contain 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.

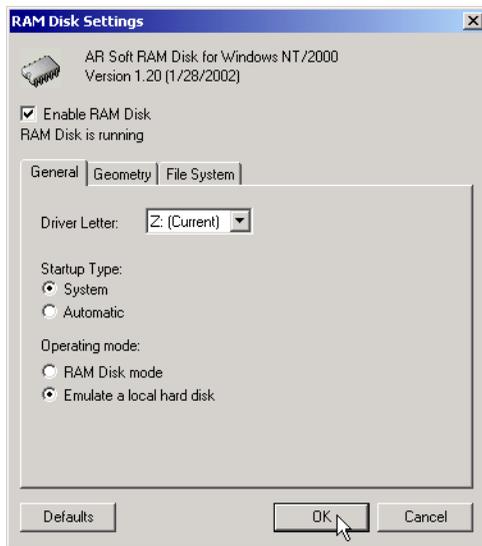
Note: It is recommended that you save files on a server and not on the flash storage in your appliance. If the unused space on Drive C: is reduced to 3 megabytes or less, the appliance may become unstable. If the unused space on Drive C: is reduced to 2MB or less the appliance may become inoperable.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

Temporary RAM disk

Neoware Windows XPe thin client appliances use 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. These types of files include: software temp files, temporary Internet cache, spooled print jobs, and roaming user profile files.

The RAM Disk can be resized if necessary through the **Control Panel | RAM Disk** applet. Changes made to the RAM Disk size are among the configuration items cloned to other Neoware XPe thin client appliances when using ezRemote Manager.



Mapping network drives

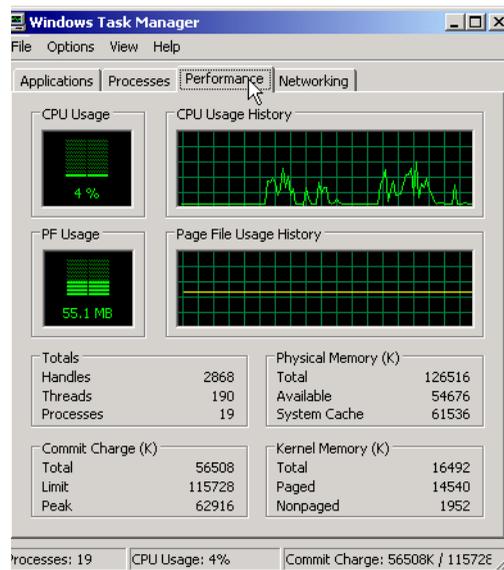
In order to map network drives it is necessary to be logged in using the Administrator account or any account with administrator privileges. Drive mappings will stay on the appliance if they are defined as persistent.

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.



USB device support

Neoware's version of Microsoft Windows XP Embedded includes USB support for a number of common external devices such as keyboards, mice, and printers, as well as external drives (Zip, CD-ROM, Floppy, and SuperDisk). Following is a list of devices tested and known to work with Neoware XPe thin client appliances, as an example:

- Logitech USB wheel mouse
- IBM USB keyboard
- Iomega 100 MB & 250 MB USB external Zip drives
- Archos USB MiniCD CD-ROM external drive
- Epson USB printer
- TEAC 1.44 MB USB external floppy drive
- Imation 120 MB USB external SuperDisk drive

Remote management and configuration

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 appliances. With ezRemote Manager, you can:

- Locate and view the specifications of Windows XPe thin client appliances on your network.
- Select, group, and print lists of your Windows XPe thin client appliances for easy management.
- Centrally update the Windows XPe system software of your thin client 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.
- Remotely control and configure XPe thin client appliances using ezAnywhere shadowing. ezAnywhere can also be used for help desk functions.
- Apply Snap-In upgrades to the XPe software (for example, Adobe Acrobat Reader plug-in, Macromedia Flash plug-in, etc.). For more information about available Snap-In upgrades, see “Standard configurations and snap-ins” on page 23.

Download ezRemote Manager

ezRemote Manager may be downloaded from <http://www.neoware.com/downloads/> in two versions: ezRemote Manager Enterprise Edition, and ezRemote Manager Limited Edition. Most Neoware XPe thin client appliances are sold with the Enterprise Edition license (as part of Full Advantage support), and customers are entitled to download the software and install it.

The *ezRemote Manager User Manual* is downloadable (in Adobe Acrobat PDF format) from the same location.

Index

Symbols

.NET Server 10

Numerics

10BaseT Ethernet 15

A

Adobe Acrobat Reader Plug-In 30

appliance

connecting cables and monitor 15

power cord 15

appliances

unpacking 13

Applications

Adobe Acrobat Reader Plug-In 30

Citrix Program Neighborhood 24

Microsoft Internet Explorer 26

Microsoft Remote Desktop Connection 24

Microsoft Virtual Machine 30

Microsoft Windows Media Player 30

Pericom teamTalk 27

auto logon 18

autolog.exe 18

B

backpanel connection 14

bar code scanners 14, 15

C

case, outer, before removing v

Citrix MetaFrame 10

Citrix Program Neighborhood 24

Citrix WinFrame 10

clone 19

COM ports 14

connecting

modems 15

monitors 15

network cables 15

peripherals 15

printers 14, 15

D

Domain Logon 19

Drive C 33

Drive D 33

E

Ethernet connector 15

ezFeatures 10

ezManage 10

ezSecure 10

ezSnap 10

ezManage 10

ezRemote Manager 19, 36

ezRemote Manager User Manual 37

ezSecure 10

ezSnap 10

F

Flash Disk 33

I

ICA (Independent Computing Architecture)

 protocol

 overview 24

Internet help pages 11

K

keyboard

 connecting 14

 KB port

 location 14

L

LAN 14

logon accounts, default 17

logon, automatic 18

M

Macromedia Flash Plug-In 30

Mapping Network Drives 34

Microsoft Internet Explorer 26

Microsoft Remote Desktop Connection 24

Microsoft Virtual Machine 30

Microsoft Windows Media Player 30

Microsoft Windows XP Embedded 9

modems 14

 connecting 15

monitor

 connecting 15

Monitor port 14

mouse devices

 connecting 14

 PS/2 type 14

N

Neoware

 technical support 11

P

Pericom teemTalk 27

peripheral devices

 parallel and serial 15

personal digital assistants (PDAs) 14

power jack 14

printing

 connecting printers 15

 parallel port 14

 serial port 14

protocols

 ICA 24

 RDP 24

PS/2 mouse 14

PWR connector 14

R

RAM Disk 33

RDP (Remote Desktop Protocol) protocol

 overview 24

Remote Configuration 36

Remote Management 36

RJ-45 Ethernet jack 14

roaming profiles 21

Roaming User Profiles 34

S

Safety Instructions v

Serial port

 location 14

serial ports 14

spooled print jobs 34

T

Task Manager 35

technical support 11

temporary Internet cache 34

Temporary RAM Disk 33

U

USB Device Support 36

USB ports, locating 14

W

Windows 2000 Server

requirement on server(s) 24

Windows NT Server

requirement on server(s) 24

WinFrame 24

Work Area, arranging to reduce eye strain and
 body fatigue 16

