NetVista N2200w Training

Setup, Configuration, and Operation of the IBM NetVista N2200w, Thin Client for Windows-based Terminal Standard 1.5

BSQUARE Corporation

March, 2000

Preview

- **Installation and Setup**
- **Terminal Configuration**
- **Normal Operations**
- **Troubleshooting**

Installation and Setup

- Server Requirements

- Hardware Installation

- Setup Wizard

- Terminal Connection Manager

Server Requirements

- WBT Requires:
    - Microsoft Windows NT 4.0 Terminal Server Edition, or
    - Windows 2000 Server
    - A word about capacity planning
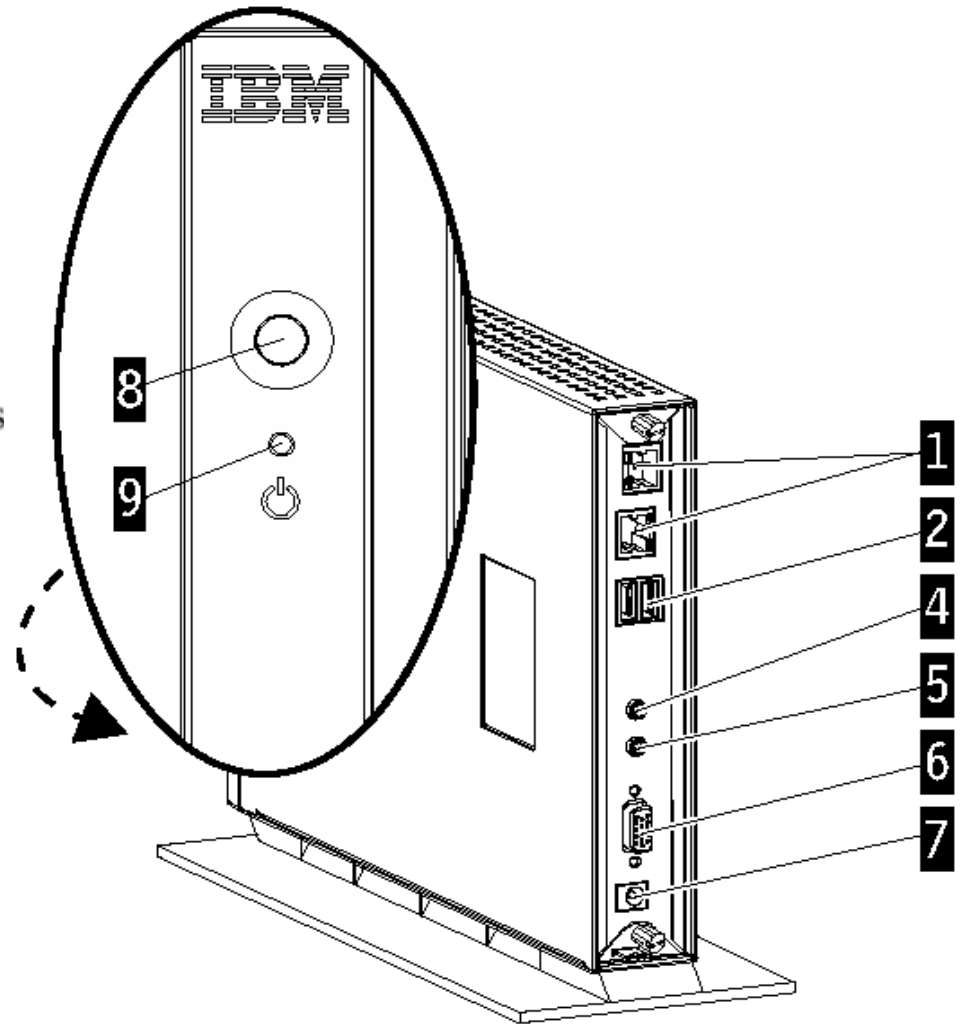- The NetVista N2200w also emulates terminals

Hardware

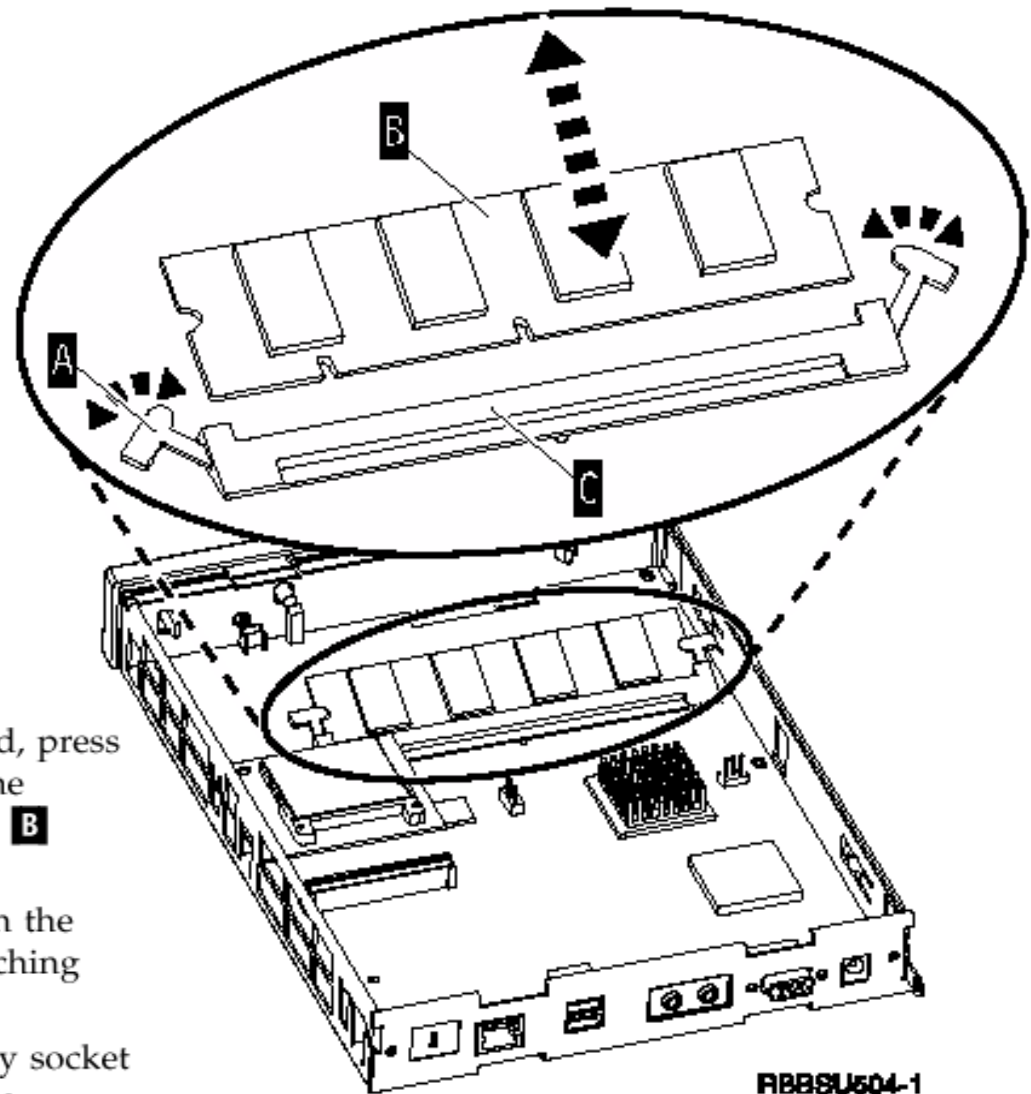|	
1	Logic unit
2	Base
3	Mouse
4	USB Keyboard
5	Power supply
6	Power cable

RBB6U601-2

RZAPJ600-1

March 2000
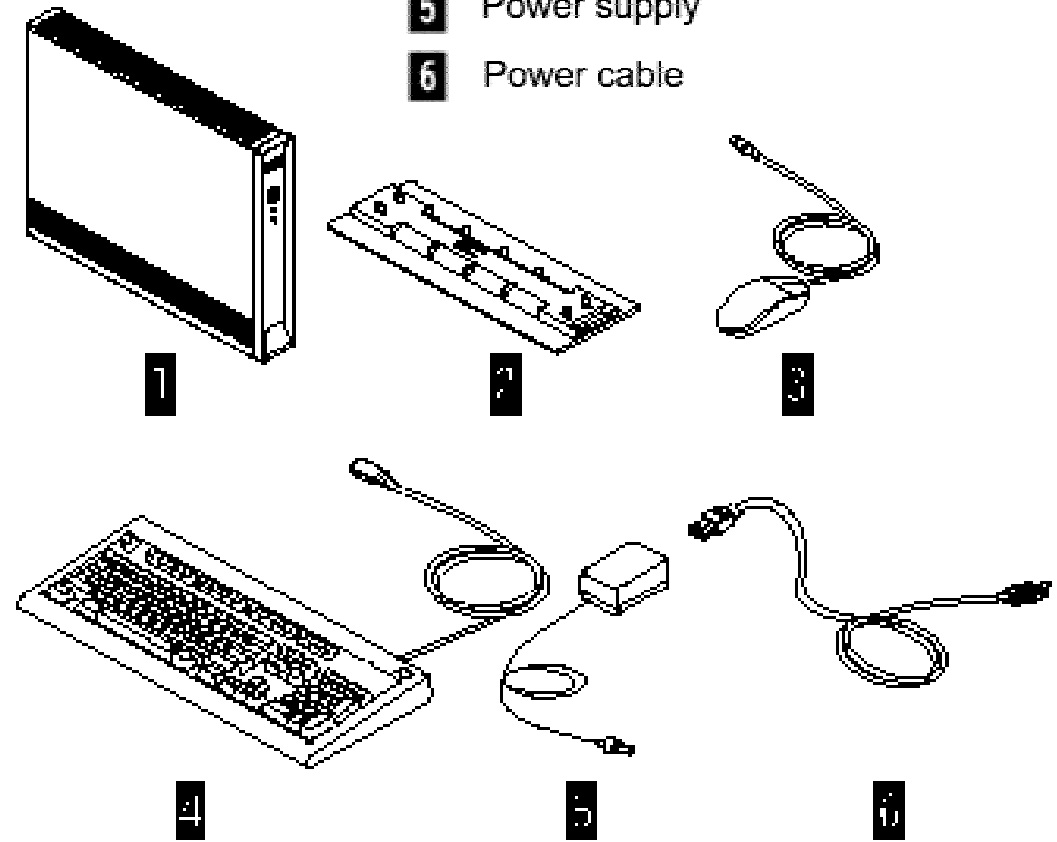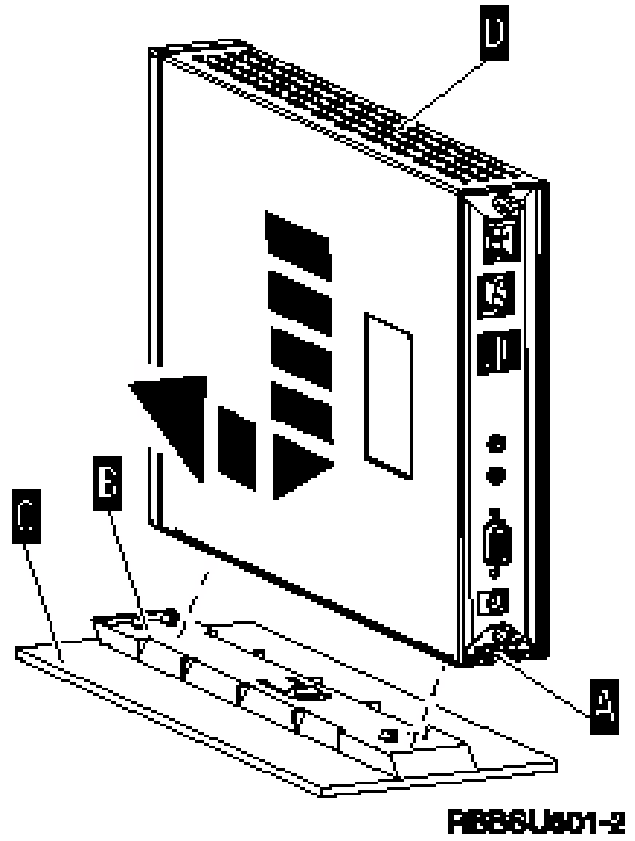
Peripherals

1. Network cable
2. USB keyboard and other USB devices
3. Mouse (connects to keyboard)
4. Headphones
5. Microphone
6. Monitor
7. Power supply and power cable

Memory Card

1. To remove a previously installed memory card, press the tabs **A**, that are located at each end of the memory card **B**, out until the memory card **B** comes out of the memory socket **C**.

2. To install a memory card, align the notches on the bottom of the memory card **B** with the matching notches on the memory socket **C**.

3. Press the memory card down into the memory socket **C**. The tabs **A** should swing in, holding the memory card in place.

RBBSU504-1

Compact Flash

RBBSU505-3
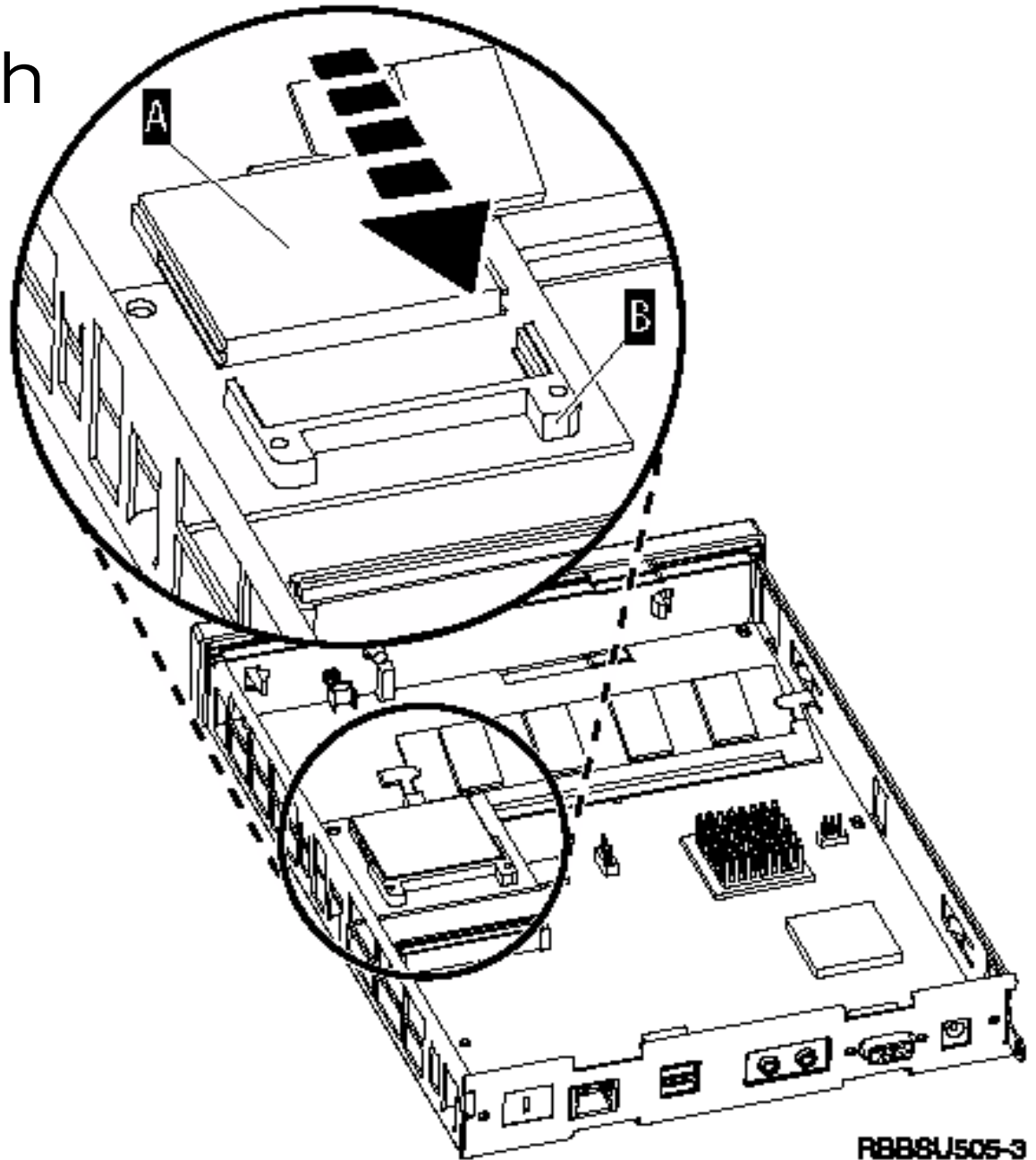
The Setup Wizard

▌ Displays at first time power up, or after resetting terminal to factory defaults

▌ Set IP information, static or by DHCP

▌ Select DNS or WINS for client name resolution (optional)

▌ Select and test resolution and refresh rate

▌ Select printer and port (optional)

Terminal Connection Manager

- TCM dialog appears at power on
  - CTRL+ALT+END from session to TCM
- Connect to server using existing connection
- Disconnect (logoff) from server
- Create a new connection to server
- Edit or delete an existing connection
- Set a default startup connection
- Set to auto connect at startup

Create New Terminal Connection

- Specify server name
- Specify Username, Password, Domain
- Choose optional automatic logon
- Choose optional slow (modem) connection
- Choose to specify a working directory
- Choose to automatically launch an application when you connect

BSQUARE IBM Training

Simplest End User Scenario

- User powers on the terminal
  - Automatically connects to server using default connection
  - Automatically logs on to server
  - Automatically runs task-oriented application
  - Automatically sets working directory for app
- User begins working

Terminal Configuration

- **F2** from opens the Terminal Properties window
  - From the Terminal Connection Manager
  - **CTRL+ALT+END** opens the TCM (aka WBT Shell)
- After making configuration changes, OK restarts system

Terminal Properties Tabs

Terminal Properties   OK   ×

General | Input | Display | Network | Printers | System | Modem | Update |
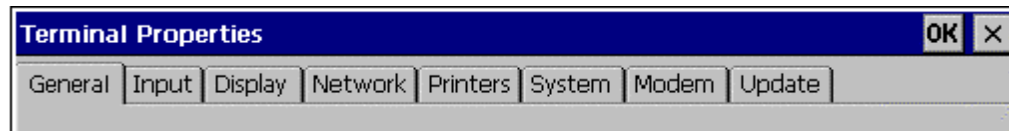
Standard Microsoft WBT Tabs

❚ **General**: Product information and factory default setting

❚ **Input**: Keyboard language selections, character repeat

❚ **Display**: Resolution, refresh rate, and screen saver

❚ **Network**: IP address settings

❚ Custom NetVista N2200w Tabs

❚ **Printer**: Adding/deleting printers and editing details

❚ **System**: System memory usage statistics

❚ **Modem**: Modem configuration settings and activation

❚ **Update**: Updating your client terminal

Reset NetVista N2200w

- **General** tab
  - Reset the NetVista N2200w to its original factory defaults

Terminal Properties

General | Input | Display | Network | Printers | System | Modem | Update

OEM Name

Website:

Copyright ©

Product Name:

Product ID: 00000000-0000-0000-0000-000012345678

OEM Software
Version

Microsoft Windows CE:

X Reset the terminal to factory-default property settings
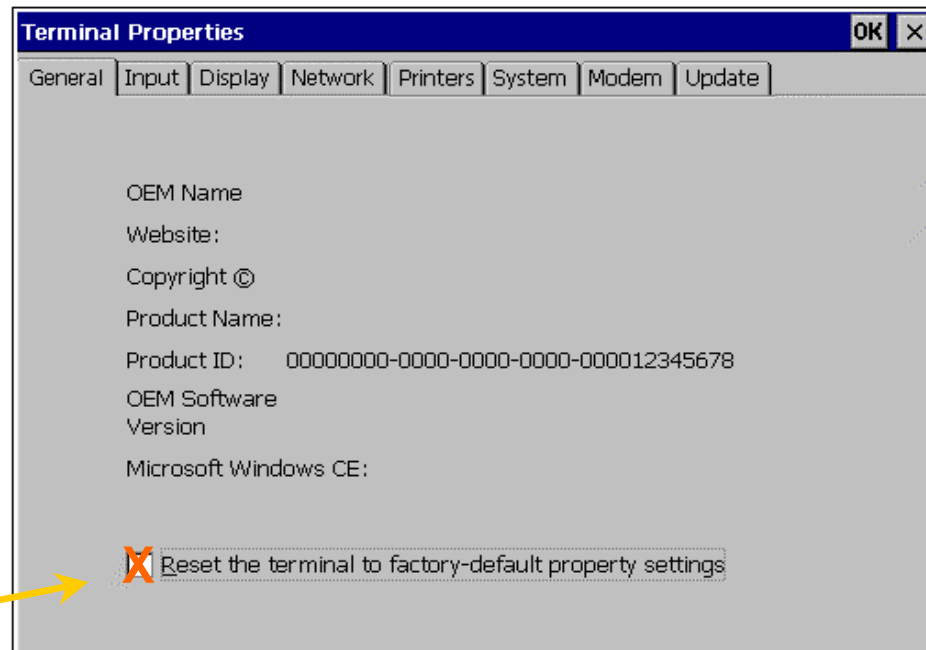
Keyboard Settings

■ **Input** tab

  ■ Adjust the character repeat delays and rates

  ■ Change the keyboard language settings
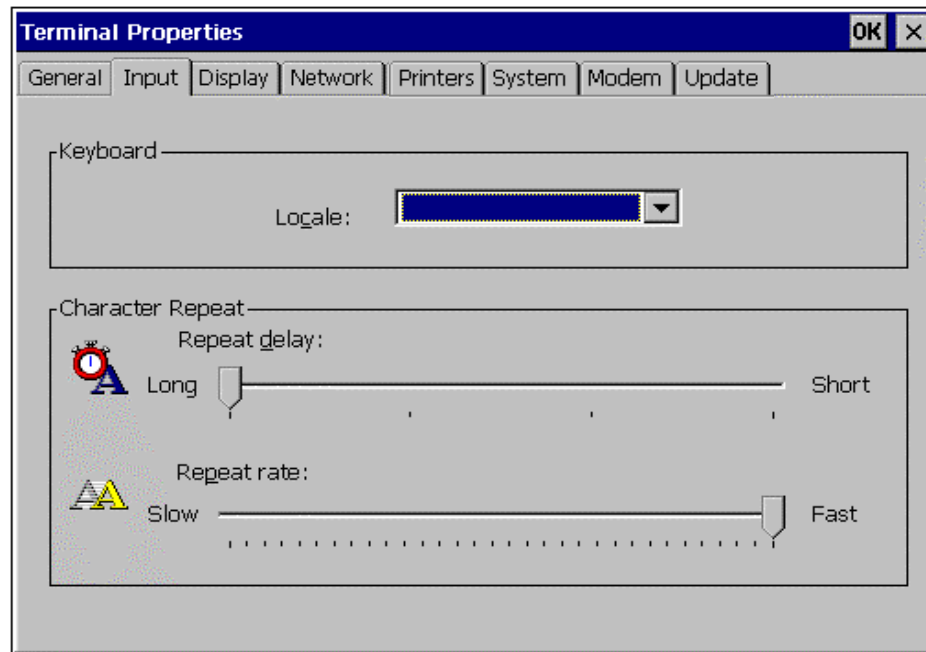
Video Monitor Settings (1)

- ■ **Display** tab
  - ▪ Change and test the display resolution and refresh rate

  - ▪ Enable a screen saver

Terminal Properties — OK ☒

General | Input | Display | Network | Printers | System | Modem | Update

┌─ Desktop Area and Refresh Frequency ──────────────────────┐
│ Details [_____▼]   [Test ...]   │
└───┘

┌─ Screen Saver ──┐
│ ☒ Enable Screen Saver   Wait [10 ▲▼] minutes   │
└───┘
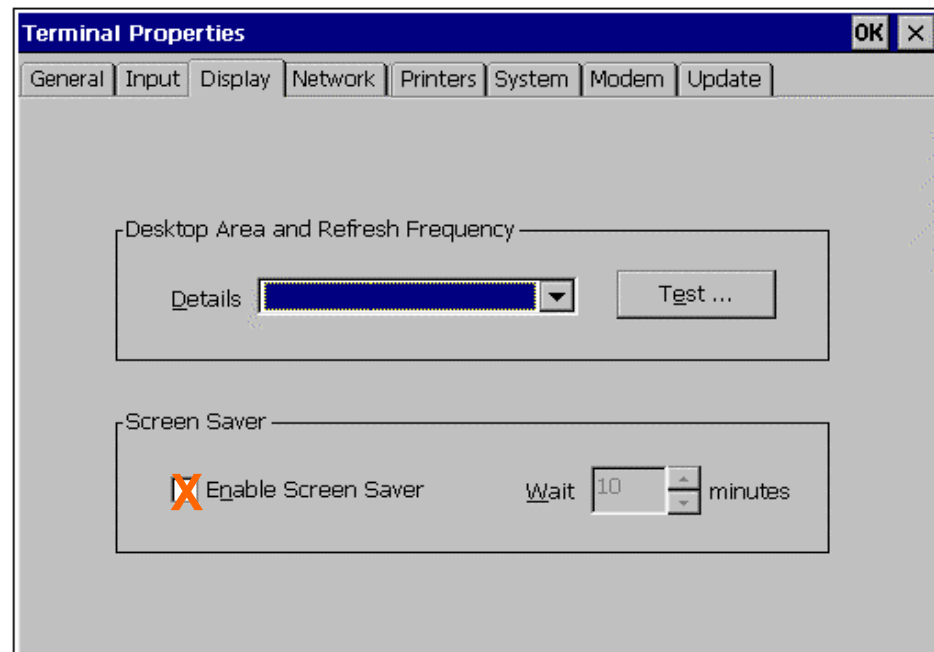
*Note: Screen saver must be enabled here for video power down to be enabled on Network Tab.

Video Monitor Settings (2)

Terminal Properties   OK ×

General | Input | Display | Network | Printers | System | Modem | Update

- **System** tab
  - Enable Video Power Down (Energy Star)
  - Set power down time in minutes
  - Note: Screen saver must be enabled on Display tab for power down to be enabled here
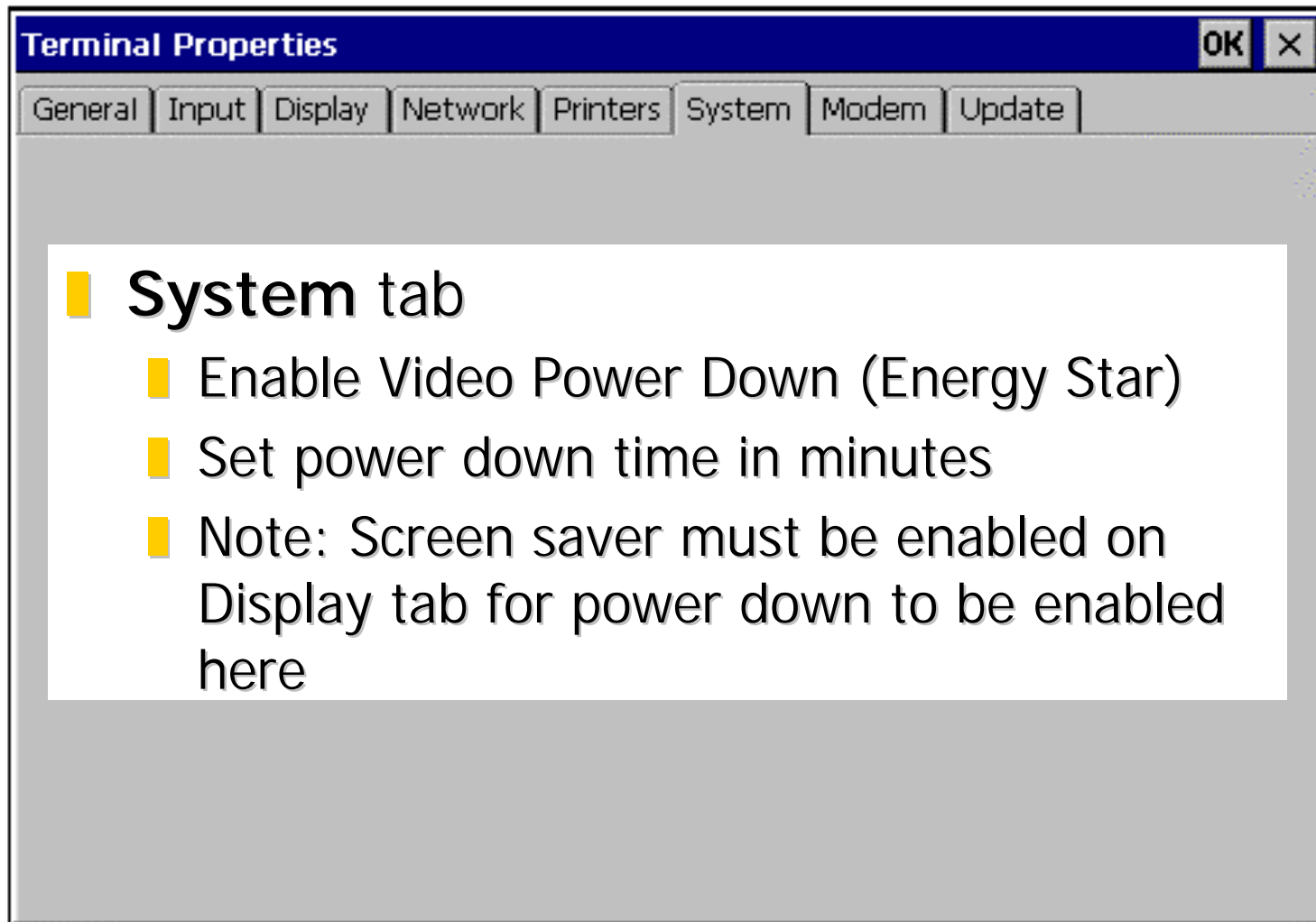
Network Settings
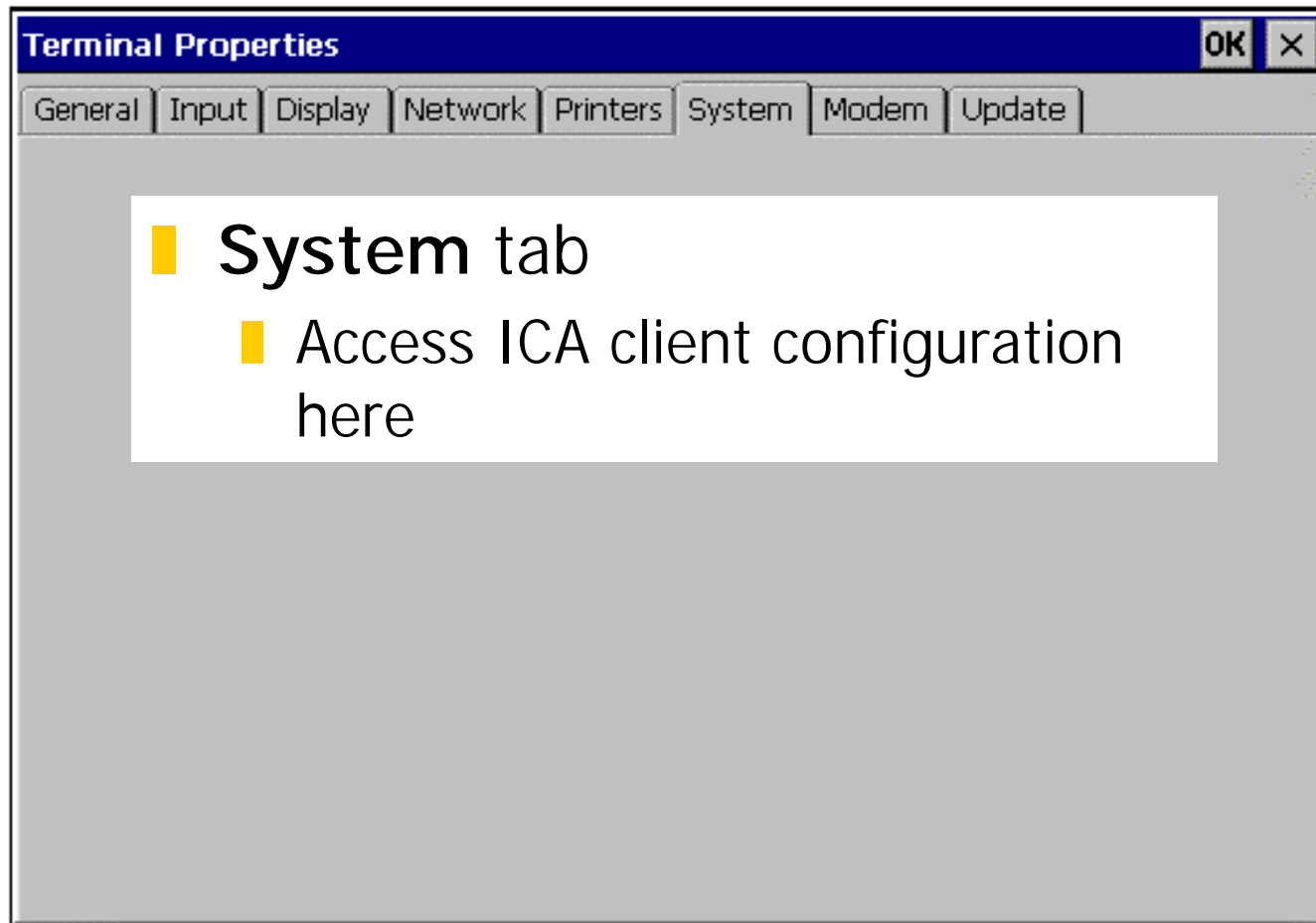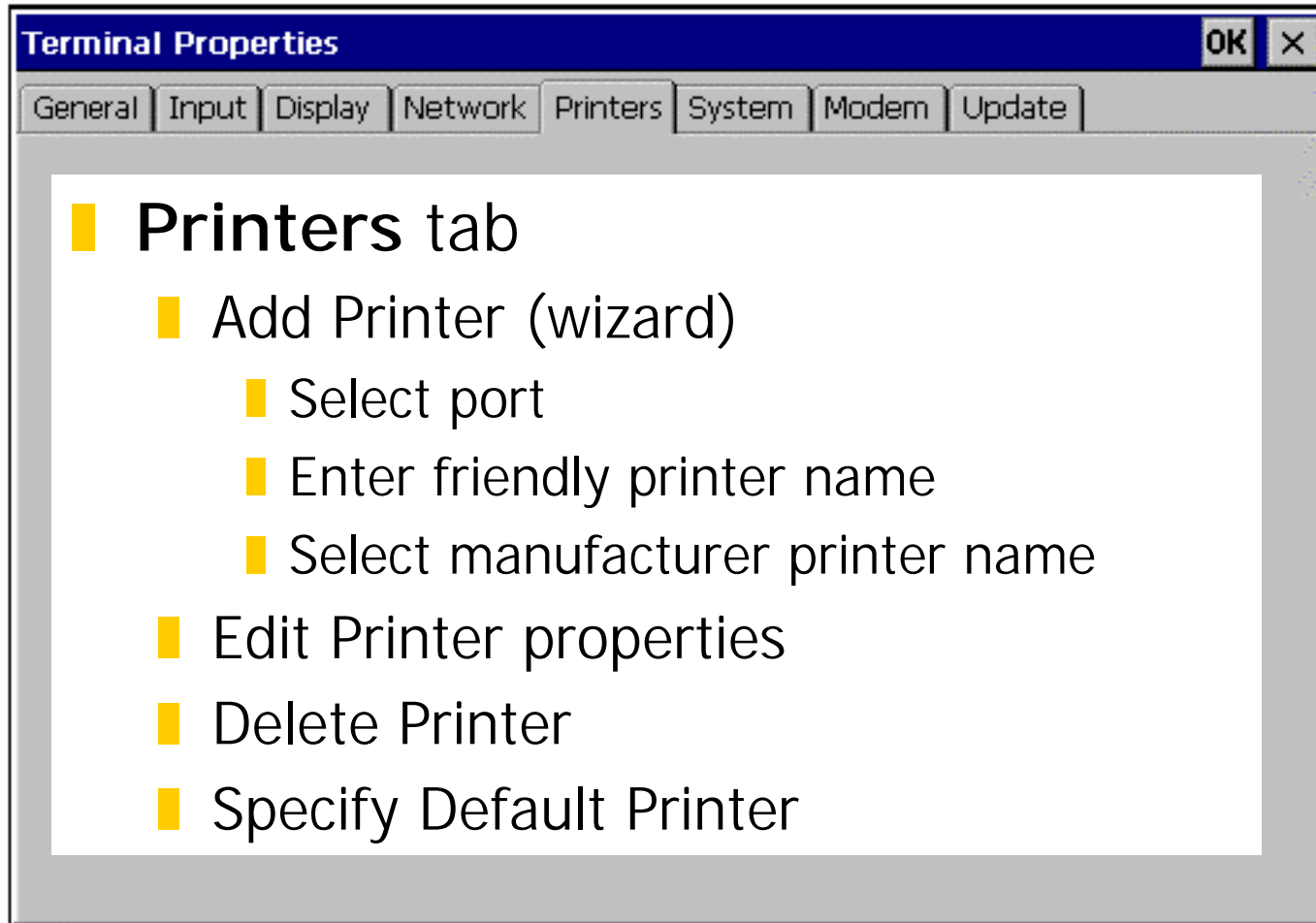
- **Network** tab
  - Obtain IP address from server
  - Define a specific IP address
  - Enable DNS or WINS
  - Input a terminal name (*required for printing)
  - Additional **Advanced Network** settings

ICA Settings

Terminal Properties [OK] [×]

General | Input | Display | Network | Printers | System | Modem | Update

▪ **System** tab

  ▪ Access ICA client configuration here

Printer Use

Terminal Properties   OK   ✕

General | Input | Display | Network | Printers | System | Modem | Update

- **Printers** tab
  - Add Printer (wizard)
    - Select port
    - Enter friendly printer name
    - Select manufacturer printer name
  - Edit Printer properties
  - Delete Printer
  - Specify Default Printer

Modem Use

Terminal Properties OK ×

General | Input | Display | Network | Printers | System | Modem | Update

▌ **Modem** tab

  ▌ Change, add, delete connections

  ▌ Dialup connection by entering phone number

  ▌ Select port settings preferences

  ▌ Connect and disconnect the modem

Memory Information

Terminal Properties | OK | ×

General | Input | Display | Network | Printers | System | Modem | Update

■ **System** tab

▮ View physical and virtual memory

▮ View total and available memory

▮ Update the memory view information

Software Updates

Terminal Properties OK ×

General | Input | Display | Network | Printers | System | Modem | Update

- **Update** tab
  - Specify XML update file location using HTTP or FTP
  - Update Now button
  - Checkbox for Update at Every Power On
  - Update scheduling
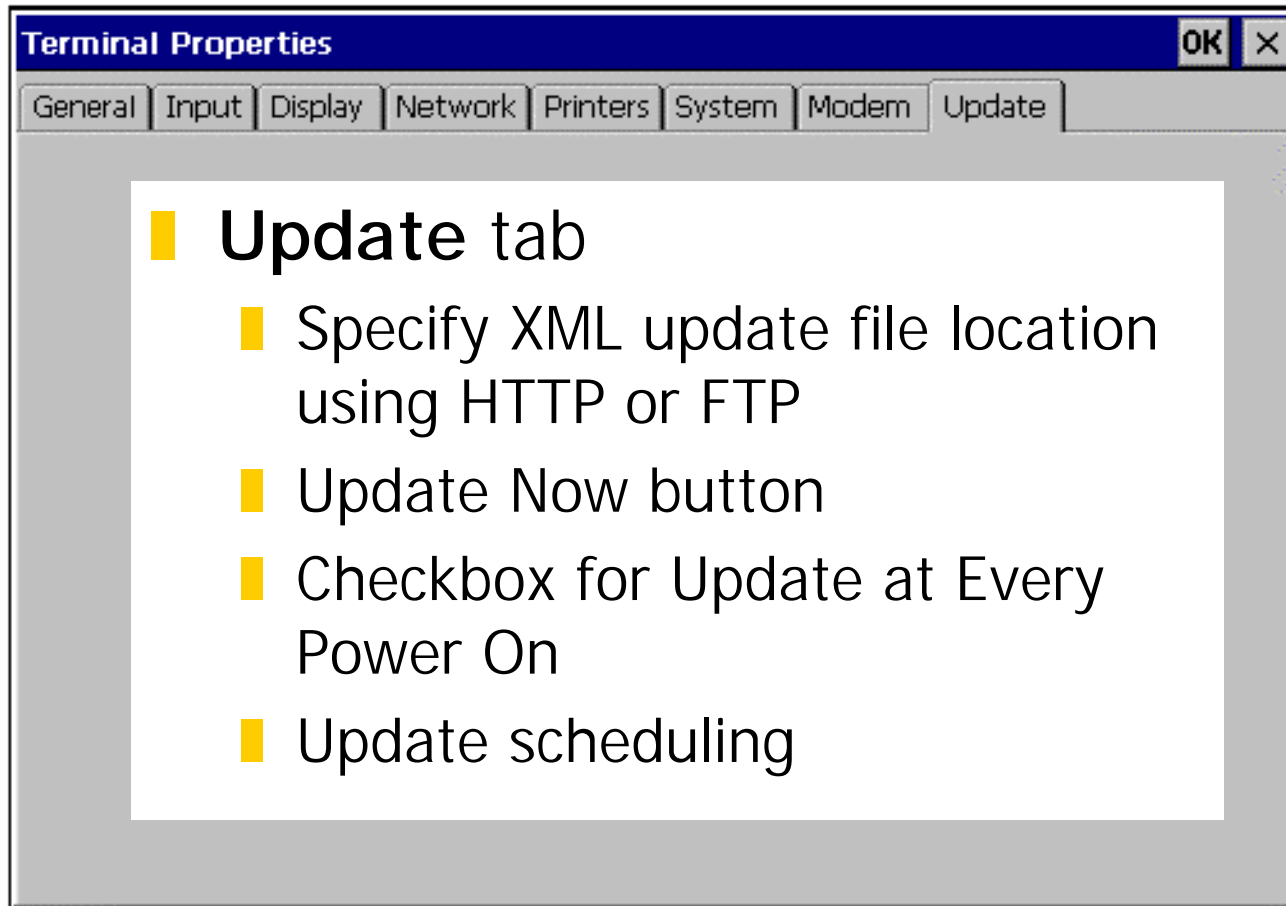
Running Windows Apps

- RDP Sessions
- ICA Sessions
- Switching among sessions

Terminal Emulation

- **Emulation Options**
  - IBM 3270, 5250
  - ANSI-BBS
  - Digital VT-Series
  - Wyse
- **Starting a Terminal Emulation Session**
  - Logging on/off
  - Disconnecting
  - Switching among sessions

NetPrint Print Server Note

- NetPrint is a third party product from FutureSoft
- Enhanced printing and print management
- Client-side is supported by the NetVista N2200w (integrated by BSQUARE)
- Server-side requires NetPrint Print Server to be installed and configured

Troubleshooting

This is a high-level overview of:
- Where problems could lie
- Problem determination strategies
- Available front line resources

Where problems could lie

- Hardware
- Network configuration settings
- Client configuration settings
- WBT default image problem

Problem Determination Strategies

- Chronology: power up, boot CE, connect to server, run app, perform task, change configuration

- Software element: boot monitor, OS/OAL, RDP, ICA, application, emulation, NetPrint

Front line resources

- **IBM System Indicators**
  - Audio beeps, LED indications, NSB error messages
  - Fully documented in the NetVista N2200w manual
- **FutureSoft print-related error messages**
  - See the help files for the optional NetPrint Server
- **Few Windows CE error messages or diagnostics**
  - CE has powerful debug tools at the developer level, but
  - WBT client not designed to dump technical info in the field

Summary

- Setup Wizard
- Terminal Connection Manager
- RDP, ICA, and TE sessions
- Troubleshooting Tips