NCD ThinPATH Manager V. 2.20 Release Notes

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Revision History

May 2000. NCD ThinPATH Manager V. 2.20 Release Notes. Document 9300928, Rev. A.

Software Version

NCD ThinPATH Manager V. 2.20.

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Introduction

This document contains information about known product issues.

System Requirements

- NCD ThinSTAR Operating Software V. 2.20 on the Management Server. NCD ThinSTAR Management Service (TMS) software, version 2.20, the utility that distributes software to NCD ThinSTAR terminals, is installed with the Operating Software.
- Microsoft Windows NT 4.0 Server or later. NCD ThinPATH Manager cannot be installed on a Windows NT 3.51 Server or WinFrame Server.

Implementation Notes

Installation

1. Using Upgrade License Keys

NCD ThinPATH Manager requires a license key.

Licenses are provided as updates to your existing license or as new licenses. If you have an existing installation, install the new NCD ThinPATH Manager on top of the previous version. When asked for the license, enter the new license number that came with your software.

If you obtained an NCD ThinPATH Manager update license after removing your previous installation, install the new NCD ThinPATH Manager product only. When asked for the license, enter your old license first, then enter the new license that came with NCD ThinPATH Manager.

2. Shared File Messages When Removing Software

If you remove NCD ThinPATH Manager, multiple messages may say that you are removing the last product that references a shared file. If the messages appear, click **Yes** to remove the shared file.

3. Uninstalling NCD ThinPATH Manager

If you need to remove NCD ThinPATH Manager from the Management Server, uninstall it before you uninstall NCD ThinSTAR Operating Software.

NCD ThinPATH Manager Configuration Tool

1. Some Terminal Parameter Changes Require a Restart

Most changes to terminal properties through the ThinPATH Configuration Tool take effect as soon as the terminal restarts. Changes to several types of terminal properties, including network settings, display resolution, and SNMP settings, do not take effect until after the terminal restarts a second time. When you make a configuration change that requires an additional restart, a dialog appears on the terminal to inform you and the terminal automatically restarts after the timeout interval.

2. NCD ThinPATH Manager Configuration Tool Is Not Supported Over Dial-up

The NCD ThinPATH Manager Configuration Tool is not supported in a dial-up environment.

3. Removing Software Does Not Delete Customer Created Files

If you want to completely remove all files related to the product, you must manually delete the .tcf files (NCD ThinPATH Manager configuration files) yourself. The uninstall program preserves them so the system administrator can have them for future use.

4. ICA published applications deployed across a subnet fail on an NCD ThinSTAR 200 terminal running ICA build 645

An ICA connection (using ICA build 645) on an NCD ThinSTAR 200 terminal may fail if NCD ThinPATH Manager is used to deploy a published application across a subnet. The following message is displayed when the connection runs on the terminal:

Protocol driver name not found in module.ini.

The solution is to upgrade to ICA build 727. Contact NCD Technical Support if you want to do this upgrade.

NCD ThinPATH Manager Web Configuration Tool

1. Installing the Web Configuration Tool

The default terminal upgrade policy for this tool in the NCD ThinSTAR Management Service (TMS) is **Upgrade DISABLED**. Under this policy, this tool is not automatically installed on terminals when they restart. Installing it for distribution to terminals is discussed in the *NCD ThinSTAR Operating Software and NCD ThinPATH Manager Installation Guide*.

2. Changes to Some Settings Require a Terminal Restart

Changes to some terminal settings made via the NCD ThinPATH Manager Web Configuration Tool do not take effect until the terminal restarts. The software does not indicate it, but in general, all changes to network settings require a terminal restart. This includes the parameters on the **Network Configuration**, **Advanced Network**, and **Management > Network** tabs. In addition, changes to settings for **Enable Connection Hotkeys** or **Display NCD ThinSTAR Connection Manager's Configure Tab** take effect when the terminal restarts.

3. Current Terminal Settings Sometimes Display Incorrectly

Some browsers may display current terminal settings incorrectly or display old settings due to improper caching.

Workarounds include upgrading the browser to a new version, clicking on the page again, or changing the cache setting in the browser. To set the cache setting in the Microsoft Internet Explorer, select **View > Internet Options > Temporary Internet Files** and change the setting for **Check for Newer versions of stored pages** to **Every visit to the page**.

4. Changes May Be Lost If an Apply Operation is Interrupted

If you interrupt an **Apply** operation, not all terminal setting values may be set and some changes may be lost. This is more likely to occur on a high speed network.

NCD ThinPATH Manager Remote Restart Tool

1. Installing Microsoft SNMP Libraries

Operation of the ThinPATH Remote Restart Tool requires two installed SNMP libraries, **MGMTAPI.DLL** and **SNMPAPI.DLL**. These libraries do not have to be running, just installed.

A warning message appears during installation of the NCD ThinPATH Manager if the **MGMTAPI.DLL** and **SNMPAPI.DLL** files are not installed in the **WINNT\system32** directory on the Windows NT server. Even without them installed, the installation process finishes. However, the NCD ThinPATH Manager Remote Restart Tool cannot function without these files distributed by Microsoft.

To install the **MGMTAPI.DLL** and **SNMPAPI.DLL** files:

— Go to **Start > Settings > Control Panel > Network** on your Windows NT server.

— Select the **Services** tab and scroll down the list to see if the SNMP Service is installed. If it is, no further action is necessary.

— If the SNMP Service is not installed, click **Add**.

— Scroll down the list, select **SNMP Service**, and click **OK**.

— Insert the Windows source CD (if necessary).

— After the files are copied, remove SNMP from Network Services if desired.

2. Terminals with Wake-on-LAN Capability

NCD ThinSTAR 300 and 400 series terminals that do not restart are sent a Wake-on-LAN command. If they were turned off using the front power switch, NCD ThinSTAR 300 series terminals power up and restart. If the terminal does not respond to the Wake-on-LAN command, the rear power switch is probably turned off on an NCD ThinSTAR 300 terminal, so a remote restart is not possible and the terminal's status remains **Wake-on-LAN**.

3. ThinPATH Remote Restart Tool Not Supported Over Dial-up

The ThinPATH Remote Restart Tool is not supported in a dial-up environment.

4. Removing Terminal Group Subclasses

Once set, the terminal's group name is always shown in the Remote Restart Tool.

You can only remove terminal group subclasses by restoring the terminal to factory defaults or by doing a forced recovery.

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