How To Pull Image From Neoware Thin Clients Using A Thumb Drive

Note: This document assumes that you have read and done the following write up "Bootable USB Thumb Drive For Reimaging Neoware Thin Clients".

1) The first thing you need to do is make sure the Thin Client is off and the USB Thumb Drive is not in the Thin Client.

2) Now hold down the Del Key and press the Power Button while Continuing to hold down the Del Key. Hold this key down until you are in the Bios and then Release It. **Note: Due to different models and Bios ver. you may either have to hold the F1, F2, or Del key.**

3) You will now need to find the Boot Order and make sure that the first boot device is the USB-HDD. **Note: Depending on the ver. of your Bios it may be called something else such as USB, Other, USB-HDD, etc….**

4) Now save changes and exit.

5) The Thin Client will now restart automatically, and you will need to Log Into Windows as the Administrator or an account with Administrator Privileges.

6) Once the Thin Client has booted into Windows insert the Bootable USB Thumb Drive that you made earlier.

7) Open up the Thumb Drive and find the Disk_Files folder. Double-click on it and then find the Preprocess_XPe Folder and Double-Click on it.

8) Now you will need to look for the _Run_From_XPe.cmd file and Double-Click on it.

9) You will notice that a command prompt window will appear asking you to Press Any Key To Continue. Hit Enter.

10) It will run through a quick routine and then ask you to Press Any Key to continue again. Hit Enter. **Note: Make sure you DO NOT remove the Thumb Drive from the Thin Client.**

11) The Thin Client will automatically reboot and start loading the Linux Kernel. **Note: If it says cannot find the Linux Kernel you did not copy the files out of the Disk_Files folder to the root of the USB Drive when you made it bootable in the previous document. You will need to do this and then it will work.**

12) Once it finishes loading the Linux Kernel you will be presented a screen with 6 options and a message that says Select An Image Operation. You will need to hit the number 3 key (Image Record Mode (XPe)) and hit Enter. **Note: If you get the following message Error XPe Image Has Not Been Pre-Processed…….Image Record Operation Aborted. You will need to Remove the Thumb Drive and hit Enter (The Thin Client will reboot automatically), and refer to steps 1-10.**

13) You will now be presented with the following text Please Enter A Name For The Image That Will Be Pulled….and you will see the cursor flashing beside the word FileName. Just type the Name you want the Image to be saved as. For ex. neoware.workgroup.orginalfactory

14) Hit Enter

15) Now you will be asked if you want Gzip Compress Image (Yes/No). You will need to hit Y for Yes and N for No. **Note: I always hit No here because anytime you compress an image or anything for that matter you always stand the risk for corruption.** So, in my case I hit N and then Enter.

16) It will now start Recording the image and you will see little Dots move across your screen to show the progress of the Recording.

17) When the Image has been recorded it will say Image Operation Complete. Remove the Thumb Drive and Hit Enter.

18) The Thin Client will Automatically Reboot, but the imaging process is not quite finished.

19) When the Thin Client comes back up it (Before going completely into Windows) a command prompt will appear and run through the rest of the routines to finish the Recording of the Image Process, and then the Thin Client will Shut Down Automatically when finished.

20) Once the Thin Client turns off completely you will need to do the following steps.

21) Now hold down the Del Key and press the Power Button while Continuing to hold down the Del Key. Hold this key down until you are in the Bios and then Release It. **Note: Due to different models and Bios ver. you may either have to hold the F1, F2, or Del key.**

22) You will now need to find the Boot Order and make sure that the first boot device is the HDD-0. **Note: Depending on the ver. of your Bios it may be called something else such as HDD, HDD0, etc….**

23) Now save changes and exit.

24) The Thin Client will restart and should now boot into Windows. **Note: That since it runs New Sid at the end of the Record Process you may have to rename your Thin Client again back to its original name.**

25) Other than that the Record Process is now complete.