How To Re-Image Neoware Thin Clients Using EzRemote Manager Enterprise Edition Software

Things You Will Need To Get Started

--Windows NT or Windows 2000 Server

--Cross Over Cable

--WinRaR (See Link) http://www.win-rar.com/index.php?id=160&dl=wrar371.exe

--Thin Client To Be Imaged

--Copy Of EzRemote Manager Enterprise Edition Software (See Link Below)
http://h20000.www2.hp.com/bizsupport/TechSupport/SoftwareDescription.jsp?lang=en&cc=us&prodTypeId=12454&prodSeriesId=3638802&swItem=vc-60565-1&prodNameId=3638803&swEnvOID=1058&swLang=13&taskId=135&mode=3

--The Latest Image For The Thin Client You Are Wanting To Use.

To Make This Work

1) The first thing you will need to do is turn on both the Thin Client and the Windows NT/Windows 2000 Server (Which ever ver. you are using. **Note: For this document I am using Windows 2000 Server).**

2) Now hook up the Cross Over Cable to both the Server and the Thin Client and make sure both the Server and Thin Client are logged on as an Administrator.

3) Go to the Server box and go to Start/Settings/Control Panel/Network and Dial-Up Connections and right-click on Local Area Connection and go to properties. Find Internet Protocol TCP/IP and click on it one time and then click on properties. Click on the radio button beside Use the Following IP Address and enter the following information. IP = 10.1.1.12 Subnet Mask = 255.255.255.0, and Default Gateway = 10.1.1.12. Leave DNS Blank. Click on Ok, and Ok again.

4) You will now need to go to the Thin Client and do the following. Go to Start/Control Panel/Network Connections and right-click on Local Area Connection and go to properties. Find Internet Protocol TCP/IP and click on it one time and then click on properties. Click on the radio button beside Use the Following IP Address and enter

the following information. IP = 10.1.1.15 Subnet Mask = 255.255.255.0, and Default Gateway = 10.1.1.12. Leave DNS Blank. Click on Ok, and Ok again.

5) You will now need to find the WinRaR .exe file that you downloaded earlier and install it on the Windows Server 2000 Box. Just follow the prompts it is a pretty straight forward installation.

6) Now still on the Server 2000 box you will need to locate the EzRemote Manager Enterprise Edition executable that you download. Right-click on the .exe file and choose Extract To Here. You should now have three files (The original .exe file, the License Text File, and the Extracted .exe file).

7) Double-click on the .exe file that was Extracted (Not the one you downloaded), and follow the prompts to install it to the Server. Make sure you leave all the defaults. When the installation finishes if asked make sure you restart the Server.

8) Now still on the Server 2000 box you will need to locate the Image executable that you download to be installed on this particular Thin Client. **Note: I am using an HP Image (Since HP Bought out Neoware) for this example, so the following next couple of lines could vary slightly depending on how you download or got your particular image.** Right-click on the .exe file and choose Extract To Here. You should now have six files (The original .exe file, the License Text File, the Extracted .exe file, Release Notes…, Neoware Firewall…, and XPe Thin Client Manual…).

9) Open the License.txt file and hit Ctrl + A and then Ctrl + C to copy the License to the clipboard. Now close the License.txt file.

10) Double-click on the .exe file that was Extracted (Not the one you downloaded), and follow the prompts to install it to the Server. Make sure you leave all the defaults. When the installation finished Uncheck the box beside View Readme Now and then click Finish. You should now be back at your desktop.

11) Now still on the Server box you will need to go to Start/Programs/Neoware/EzRemote Manager, and double-click.

12) Once that opens go to the top where the menus are and go to Edit/Add/Station.

13) The Add Station window will appear. In the Start box type the ip address of the Thin Client (In this particular case it is 10.1.1.15 as listed in the steps above). Now click on the Add button and then click on Ok.

14) It will search for that station and then add it in the Right Hand pane of the manager. **Note: If the Thin Clients name appears under Station Name then you are good to continue. If it says protected you will need to do the following. Go to the menus at the top and find Settings/Security. The Appliance Access Security window will open and you will need to type in the password for the Thin Client in the box provided (Make sure this is the password of the Administrator Account in which you are currently logged in under on the Thin Client) and then hit Ok. If the Thin Client still shows as Protected you will need to go back to the menus at the top and go to Actions/Assets. The Select Broadcast Addresses window will appear. Go to the bottom of the window in about the middle and there is a button that says Password click on it. Enter the password for the Thin Client in the box provided Once again (Make sure this is the password of the Administrator Account in which you are currently logged in under on the Thin Client) and then hit Ok. It will again try to locate the Thin Client and once it is finished you should now see the name of the Thin Client listed under Station Name and it should not say protected anymore.**

15) Now look right under the Menus and there will be several icons listed there. Find the one that has an image of a Thin Client and a Floppy disk beside it (Should be the 2nd one from the left) it is called the Software Update Manager. Click on it.

16) In the middle window it will automatically pull the image that you installed earlier to the Server and will show it in this box. All you need to do is click on the button that says Update All.

17) A pop up will appear and you will need to click on Ok. It will then take you to another screen where it will show you the progress of the Thin Client as it is being Imaged.

18) After about 9 minutes it will say Completed under Status; however it is not really done at this time. You will notice that about this same time the Thin Client will Automatically reboot (if it hasn't yet it will Automatically you don't have to do anything). After about 5 more minutes it will finish up the process and you will be presented with the Logon Prompt to log into Windows on the Thin Client.

19) You will see that administrator is already filled out in the username. You will need to type Administrator (Yes that is a capital A) for the password and click on ok. Once the Thin Client Logs into Windows this time the Imaging Process is completed.

20) Make sure that if you are about to put the Thin Client on a Network with a DHCP server that you change the IP configuration back to obtain automatically (Even though it has been reimaged it still retained the 10.1.1.15 address).

21) Now you can unhook the Cross-over Cable from both the Thin Client and Server. Also, on the server you can click on the Close button, and then click on the Red X in the top right hand corner of the Remote Manager. You will then notice that a Database Access Control window pops up. Just click on Ok.

22) Now a Save As window will pop up. Just click on Cancel and the Remote Manger will close.

23) That is all there is to it. You can now start configuring your freshly imaged Thin Client.