



NCD ThinSTAR
Operating Software V. 2.31
Release Notes

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Revision History

May 2000. NCD ThinSTAR Operating Software V. 2.20 Release Notes. Document 9300920, Rev. B.

August 2001. NCD ThinSTAR Operating Software V.2.30 Release Notes. Document 9300960, Rev. C.

February 2002. NCD ThinSTAR Operating Software V.2.31 Release Notes, Rev. D.

Software Version

NCD ThinSTAR Operating Software V. 2.20.

NCD ThinSTAR Operating Software V. 2.30.

NCD ThinSTAR Operating Software V.2.31.

NCD ThinSTAR

Operating Software V. 2.31

Release Notes

This document provides upgrade information and known issues with NCD ThinSTAR™ Operating Software V. 2.31.

Note The NCD ThinSTAR Operating Software V. 2.31 does not upgrade the NCD ThinSTAR 200 or 300TR terminals beyond version 2.2, build 19.

New Features

- Citrix ICA client version 6.20.985
ThinSTAR OS v2.31 includes the new Citrix client. This ICA client supports time zones. ThinPATH Manager's Configuration Tool was modified to support new configuration options in the new ICA client. The new ICA client is available on the ThinSTAR 500, 450, 400, 332, 300 and 232 terminals.
- Time zone support for the terminal
Time zone support was added to the terminal's **Terminal Properties > Extensions** tab. Currently the ICA connections are the only client that makes use of the terminal time zone setting. Time zones are available on the ThinSTAR 500, 450, 400, 332, 300 and 232 terminals and also in the ThinPATH Manager's Configuration Tool.
- Support for 1280x1024 screen resolution in HighColor mode
ThinSTAR 500 and ThinSTAR 332 support 1280x1024 resolution in HighColor mode. See **Terminal Properties > Display**.

- **Keyboard Accessibility Options.**
Hear tones when **Caps Lock**, **Num Lock** and **Scroll Lock** are pressed. This feature is only available in the **Extensions** tab of ThinPATH Manager's Configuration Tool.
- **Support for Elo and 3M Touch Systems Touchscreens**
The ThinSTAR 500 and 332 now support the choice of Elo Touchscreen (www.elotouch.com) and 3M Touch Systems (www.3m.com/3MTouchSystems, formerly 3M Dynapro and MicroTouch Systems). You can select which touchscreen to use from the Terminal Properties utility (accessed by the F2 key) under the **Management > Touchscreen** tab. Calibration needs to be performed whenever the terminal is powered on.

Upgrading from a Previous Release

You can upgrade terminals as follows:

- You can upgrade NCD ThinSTAR 200 terminals from Operating Software V. 1.x or 2.x to V. 2.20.
- You can upgrade NCD ThinSTAR 300TR terminals from V. 1.12 or V. 2.02 to V. 2.20.
- You can upgrade NCD ThinSTAR 300 terminals from Operating Software V. 2.x to V. 2.31.
- You can upgrade NCD ThinSTAR 400 series terminals from V. 2.01 or V. 2.20 to V. 2.31.
- You can upgrade NCD ThinSTAR 232 terminals from V. 2.21 to V. 2.31.

Forced recovery of NCD ThinSTAR 200 Operating Software V. 1.0 or V. 1.01 to V. 2.20 is not supported. Contact NCD Technical Support if you need additional information.

Implementation Notes

Installation Issues

1. **NCD ThinSTAR Operating Software Installation Requires Windows Terminal Server Service Pack 4 (SP4) or Later**

Upgrade to SP4 or later if the following message occurs while installing NCD ThinSTAR Operating Software:

ThinStar Operating System

Error extracting support files. The directory name is invalid.

2. **Removing Shared Files**

If you remove NCD ThinSTAR Operating Software, 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 files.

3. **Uninstalling the NCD ThinSTAR Operating Software**

In some upgrade installations, two NCD ThinSTAR Operating Software entries appear in the Control Panel > Add/Remove program. Remove the NCD ThinSTAR Operating Software 2.31 before you remove the NCD ThinSTAR Operating Software.

4. **Low Level Recovery Files (CEUP/BPUP Files)**

To avoid software mismatches, these files are no longer installed during the NCD ThinSTAR Operating Software installation. Rather, you can download these files from the CD under the *\Support\tsxxx* directory or from the NCD website.

5. Which NCD ThinSTAR Operating Software is Installed on each ThinSTAR

NCD ThinSTAR Operating Software has the following versions:

ThinSTAR	Operating System
200	2.20 build 19
300	2.31 build 6
300TR	2.20 build 19
232	2.31 build 6
400	2.31 build 6
500	2.31 build 6
332	2.31 build 6
332WEB	2.31 build 6

During an upgrade installation, choose **Custom Installation** so that the components already installed on your server, e.g., ThinSTAR 200 V. 2.20 build 19, are not overwritten.

6. Network Environment for NCD ThinSTAR Terminal Management

The ThinSTAR Operating Software is designed to update and manage NCD ThinSTAR terminals from servers located on corporate networks. The system design makes it impractical to manage NCD terminals over the internet. Security systems such as Network Address Translation (NAT) and firewalls will block the communications between the terminal and server.

If the site uses slower networks to remote offices, the ThinSTAR system can be used to update and manage the ThinSTARs that are remotely accessible on a private corporate network. However, if many devices needs to be updated, NCD suggests a management server within the remote network.

Client Issues

Microsoft Terminal Server Client Issues

1. High Encryption Functional Only for Windows 2000

The new Microsoft Terminal Server Client, build 5, supports 128 bit high encryption; however, it is only functional in the Windows 2000 environment.

2. NCD ThinPATH Plus Components Do Not Work When Connecting to Microsoft Windows NT 4.0, TSE using the Microsoft Terminal Server Client version 2.20, build 5 or version 2.31, build 5.06

NCD ThinPATH Plus components do not work when you are connecting to Microsoft Windows NT 4.0, Terminal Server Edition via the new Microsoft Terminal Server Client.

This is a known Microsoft problem and is discussed on the Microsoft web site at <http://support.microsoft.com/support/kb/articles/Q238/1/43.ASP>.

The problem has been corrected in Microsoft Windows 2000; one solution is to upgrade to that version of the operating system.

Another solution is to continue using the Microsoft Terminal Server client, v. 2.00, build 3, which came with previous releases of NCD ThinSTAR Operating Software. NCD ThinPATH Plus functions properly if you use that version.

3. Connections to Windows 2000 Require a Password

Even if a connection contains a saved password, Windows 2000 servers prompt for a password prior to logon. To disable this password prompt:

- Log onto the server as an administrator.
- Select **Start > Programs > Administrative Tools > Terminal Services Configuration > Connections**.

- Double click **RDP-tcp**.
- On the **Logon Settings** tab, deselect **Always prompt for password**.

Citrix ICA Client Issues

1. Keyboard Issues

- The Windows key does not work during a Citrix ICA session.

2. Dial-in Issues

- Direct ICA dial-in and ICA Network Connections over NCD Dial-Up don't work unless COM port mapping has been disabled on the MetaFrame/WinFrame server.
- The ICA dial-in client defaults to pulse dialing. You can place a "t" character in the phone number field before the phone number to force tone dialing.

3. ICA Printer Issues

- Client serial printers are only supported at 9600 baud.
- Client printing to an offline printer may hang the ICA connection to the server.
- ICA printing to a serial Postscript printer is intermittent.
- Printing during an ICA build 727 session requires proper mapping.

To view already mapped client printers, use Print Manager. To map a client printer on MetaFrame 1.8, use the ICA Client Printer Configuration tool. To map a client printer on MetaFrame 1.0, use Print Manager and add a network printer.

Once the printer is defined using the ICA Printer Configuration tool, any user that logs into the NCD ThinSTAR terminal can select the client printer in the Print Manager.

4. Memory issues on NCD ThinSTAR Terminals with HighColor Enabled

When HighColor is enabled and you are making an ICA HighColor connection, the number of connections is reduced from the default limit of 6 to 3 connections on ThinSTAR terminals (i.e., ThinSTAR 400, 232, 500 and 332) with 32MB RAM memory.

On ThinSTAR 300 terminals with 16 MB RAM memory, the ICA HighColor connection limit is reduced to one connection.

IE Browser Issues

1. Downloading files from web sites

The IE Browser does not support downloading files from web sites. If you try to save a file to disk, you can't. Additionally, if you try to run a program from its current location, the program fails due to differences in the ThinSTAR and Windows operating systems.

2. Printing from the IE Browser

The changes that you made to the print dialog in the IE Browser are not retained between browser sessions. When you select Network as the port, include a UNC path to a shared Windows printer in the netpath field.

3. Accessing Secure Websites from the Browser

The IE Browser cannot access SSL-enabled ("https") websites.

Monitor and Peripheral Issues

1. Touchscreen Support

NCD supports touchscreen on current ELO-compatible monitors (those produced during the past two years) connected to NCD ThinSTAR terminals. Touchscreen is not supported on NCD ThinSTAR 200 terminals.

For monitor model information, see the ELO web site at:

<http://www.elotouch.com>

The following information is documented, but is repeated here to call special attention to it.

— **Changing the COM port for a Touchscreen device**

To change the COM port that your Touchscreen device uses, start Terminal Properties, select **Management > Touchscreen**, and uncheck **Enable** to disable Touchscreen. Restart the terminal, then re-enable touchscreen and select the necessary COM port.

2. USB Peripherals

USB peripherals are not supported in this release.

Networking Issues

1. Duplicate IP Addresses as Cause of Connection Failures

If a connection to a host fails, it may be because the terminal's IP address is used elsewhere. To confirm this, turn off the terminal, go to another machine and **ping** the terminal's address.

2. IP Addresses Do Not Allow Leading Zeroes

The setup wizard and Terminal Properties do not allow leading zeros in IP addresses. For example, 192.43.67.120 is valid, but 192.043.067.120 is not allowed. Enter IP address in the short form, sometimes referred to as dotted decimal notation.

3. IP Addresses on DHCP Servers Running Windows NT 3.51

DHCP servers running Windows NT 3.51 may not recover IP addresses from expired leases. To obtain a new IP address for your terminal, you may have to delete the previously assigned lease on the DHCP server.

4. NCD ThinSTAR 200 Terminals - Unavailable DNS Servers Cannot be Reached via IP Addresses

If you use DNS for name resolution and a DNS server is not available, Microsoft Terminal Server Client connections using IP addresses fail.

The workaround for sites using DHCP addressing is to disable

DNS in DHCP, then restart the terminals.

The workaround for sites using static addressing is to disable DNS on the terminals, then restart the terminals.

NCD ThinSTAR Memory Issues

1. RAM Memory Issues on NCD ThinSTAR 200 Terminals

If you are using NCD ThinPATH Load Balancing on an 8 MB RAM NCD ThinSTAR 200 terminal, the Windows login screen and desktop may not display correctly. The login screen may be incomplete and the desktop may be blank.

This display problem may occur if the terminal connects to the terminal server while a load balanced connection is running. A single RDP connection is not affected by this limit.

To solve the problem, add more RAM memory to the terminal.

2. Flash Memory Issues on NCD ThinSTAR 200 Terminals

The enhanced functionality of NCD ThinSTAR Operating Software increased the amount of flash memory space needed for the software. As a result, NCD ThinSTAR 200 terminals may not upgrade to V. 2.20 Operating Software if the terminal has any of the following software installed at the same time:

- NCD ThinSTAR Connect
- NCD ThinPATH teemtalk
- NCD ThinSTAR Load Balancing
- NCD ThinPATH Desktop Mirror
- NCD ThinPATH Plus
- NCD ThinSTAR X Client

If your terminal does not have enough available flash memory for the 2.20 Operating Software, you will see the following message displayed when the terminal attempts the upgrade:

Your terminal has been requested to install new software from `xx.xx.xx.xx` but there is not enough room to install it.

To upgrade your Operating System to V. 2.20 you must decide which software components you want to keep on the terminal and which software components you want to remove. To remove software from the terminal, use the **Remove Component** upgrade policy in the NCD ThinSTAR Management Service (TMS).

To remove components:

- Select **Start > Control Panel > NCD ThinSTAR Manager**.
- Select **ThinSTAR 200** as the terminal model.
- Click the software component(s) that you want to remove from the terminal, then select **Remove Component**.
- Restart your NCD ThinSTAR 200 terminal.