

NetPoint TCMS User's Guide

CONTENTS

1. Installing the Software	3
1.1 Installing NetPoint	3
1.2 Uninstall Software.....	8
1.3 Setting up Network Configurations.....	9
2. Using the Software.....	18
2.1 Running NetPoint Management Center	18
2.2 Explaining Software Settings Function.....	18
3. NP-2002 Terminal Management	30
3.1 Auto Connection Function	30
3.2 Auto Logon Function	30
4. FAQ.....	31

1. Installing the Software

Note

Before you install the software, please check the connection of the NP-2002 terminal with the Host PC.

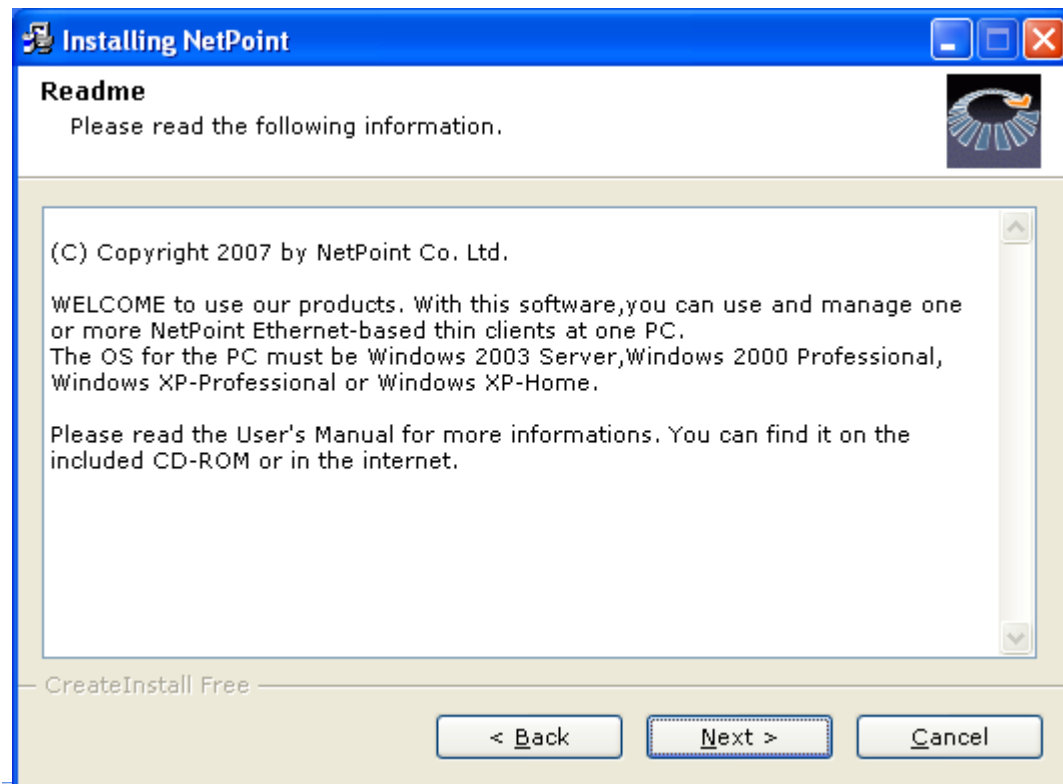
Refer to the following steps.

1.1 Installing NetPoint

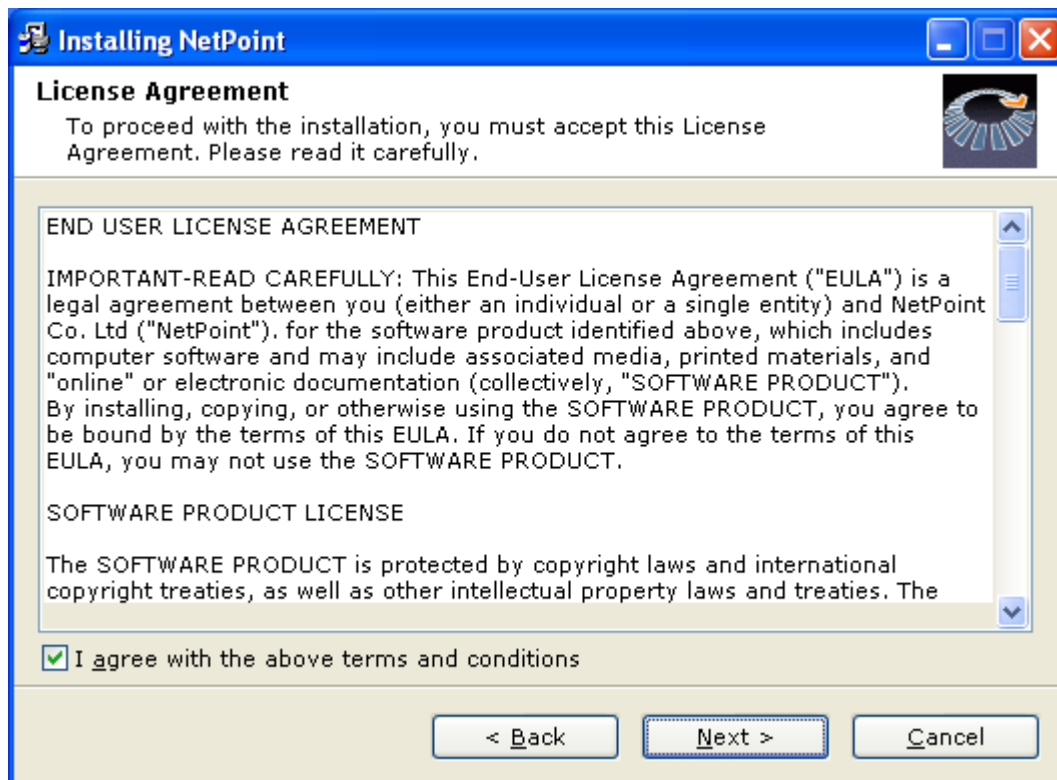
1. Turn on the Host PC and insert the Software Installation CD into the CD drive after your computer boots up.
2. The installation program will start automatically. If not, browse the CD, double click "install.exe".
3. Please make sure to DISABLE or UNINSTALL any Anti-Virus or Firewall software that may be running in the background. Security software of this type has been tested and known to interfere with the installation and operation of our product. Click "Next".



4. Read the contents of the readme file and click "Next".

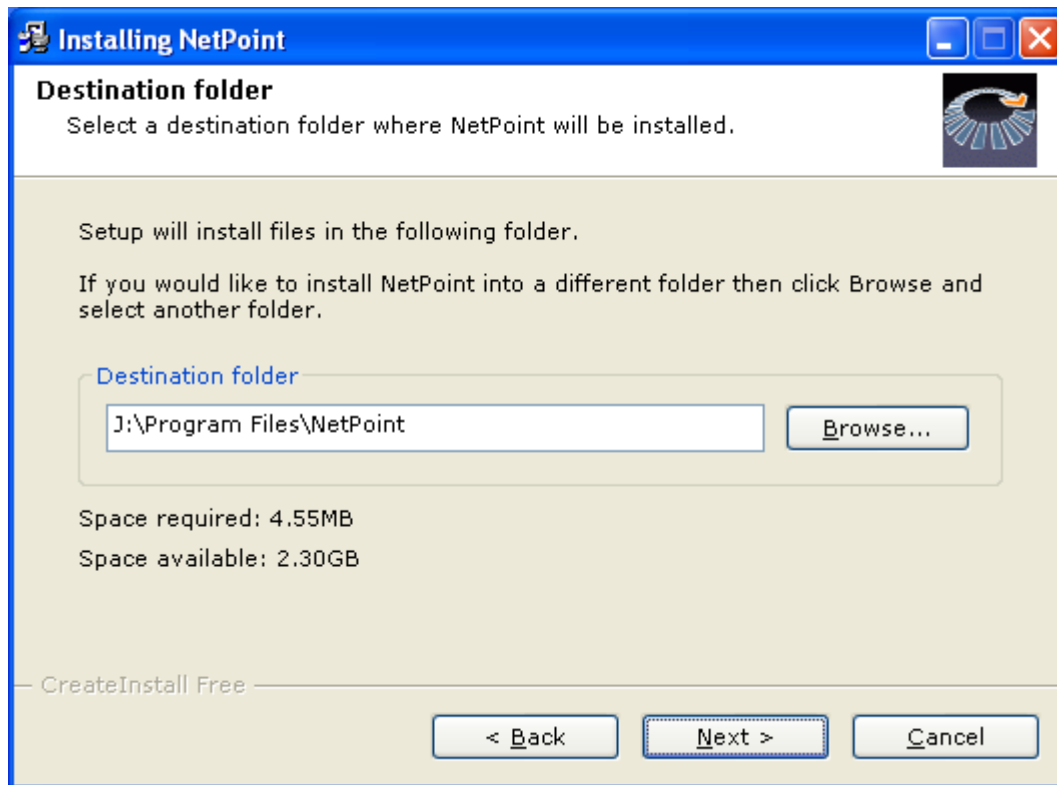


5. Once the license agreement window appears, check "I agree with the above terms and conditions" and click "Next". If you do not agree with the license agreement, click "Cancel" to finish the process.

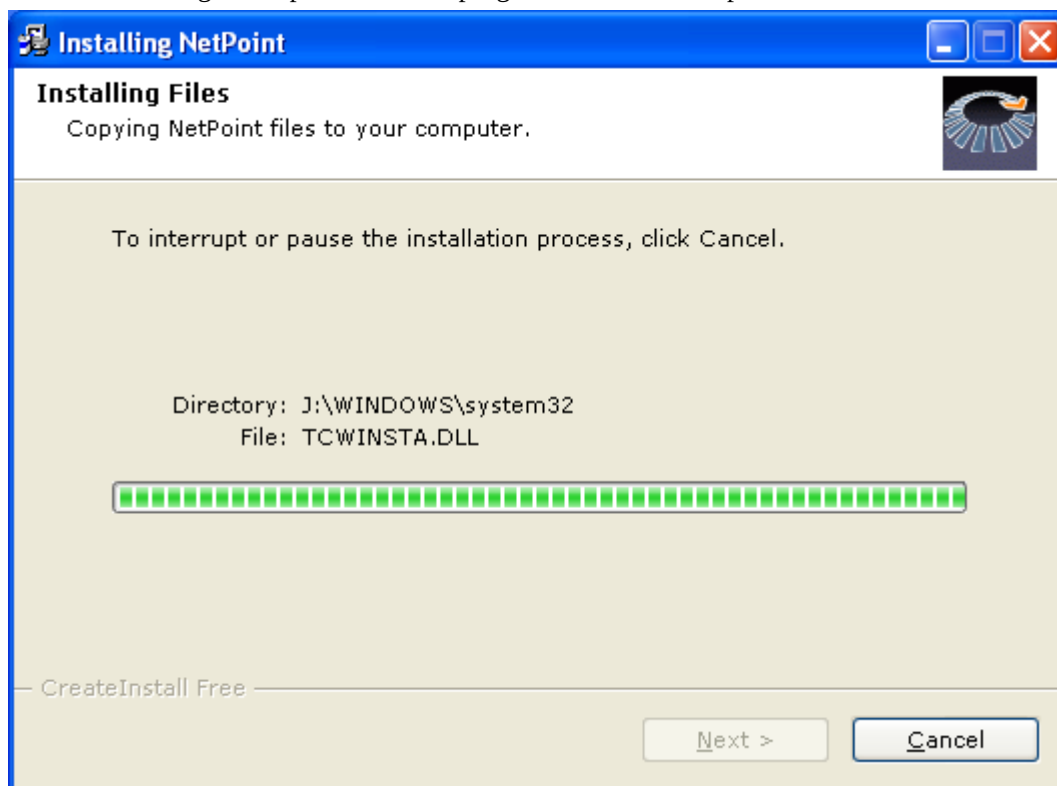


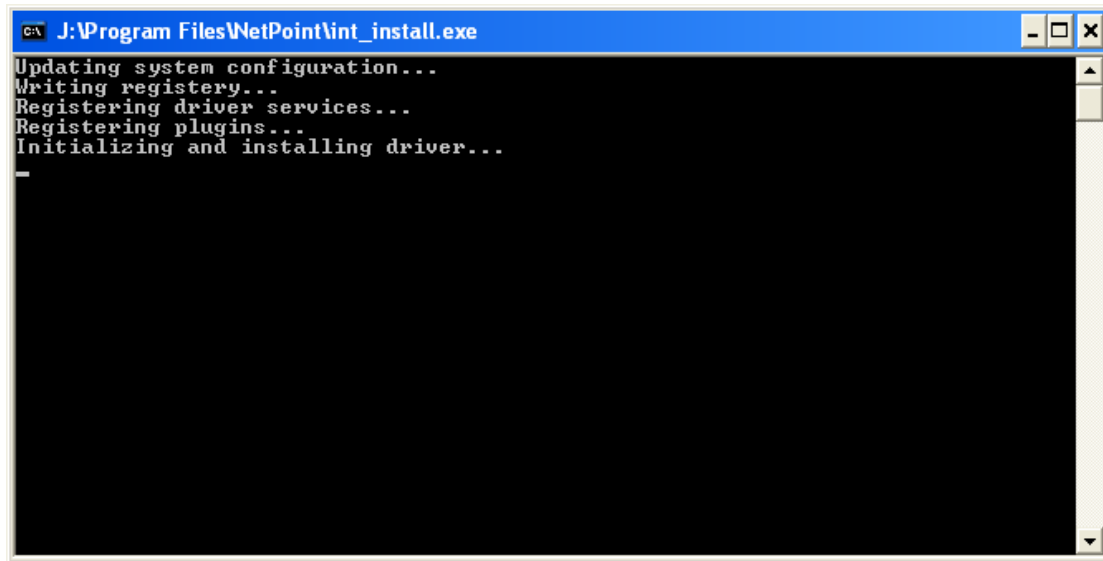
6. Select the installation default folder and click "Next". The "program Files" is the default

installation folder.



7. After collecting of Help Information, program files will be copied to the hard disk drive.





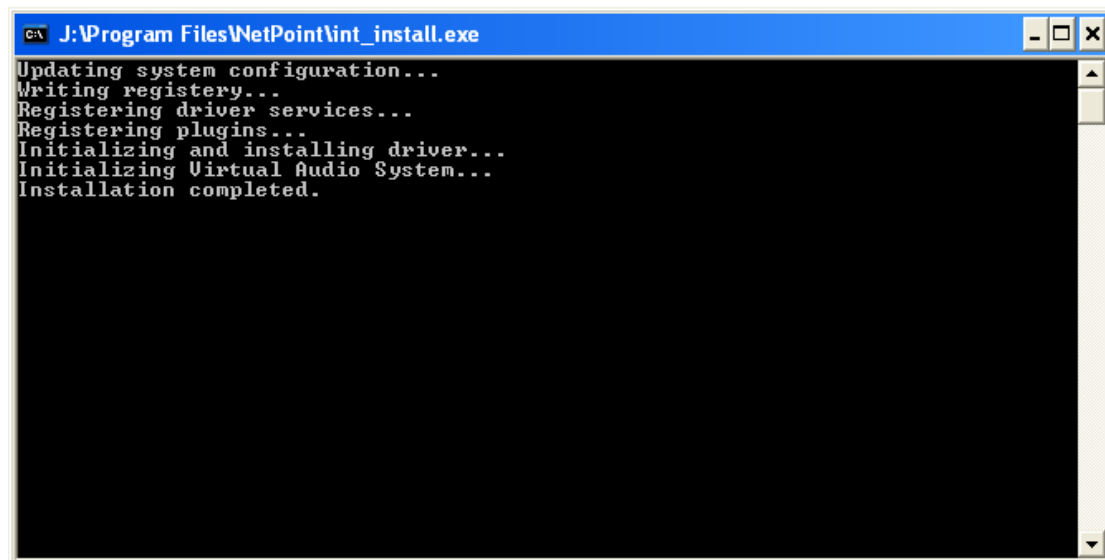
8. Hardware Installation, click “Continue Anyway”.



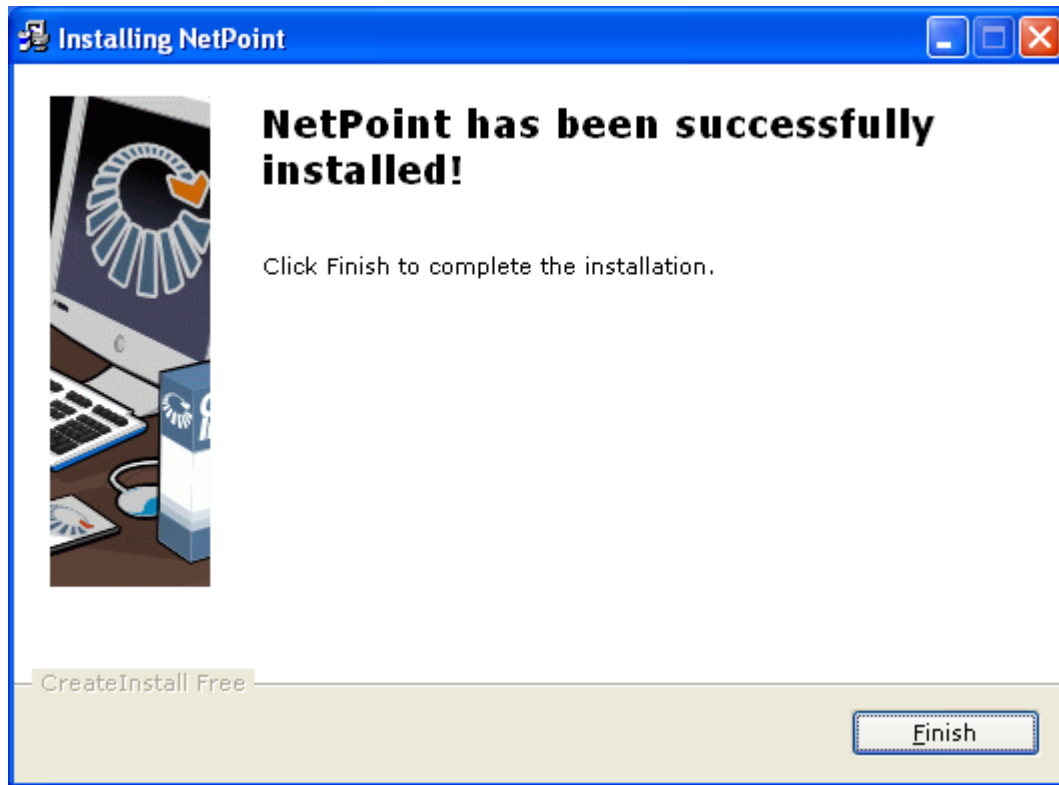
9. Hardware Installation, click “Continue Anyway”.



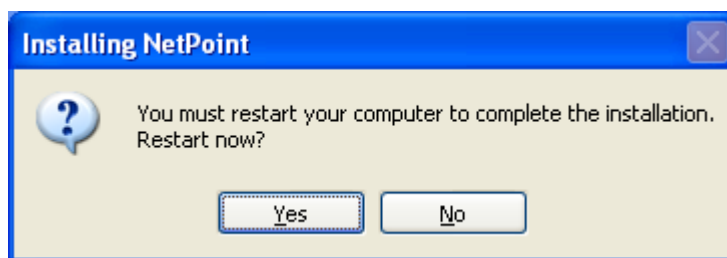
10. Installation completed.



11. NetPoint has been successfully installed! Click "Finish" to complete the installation.



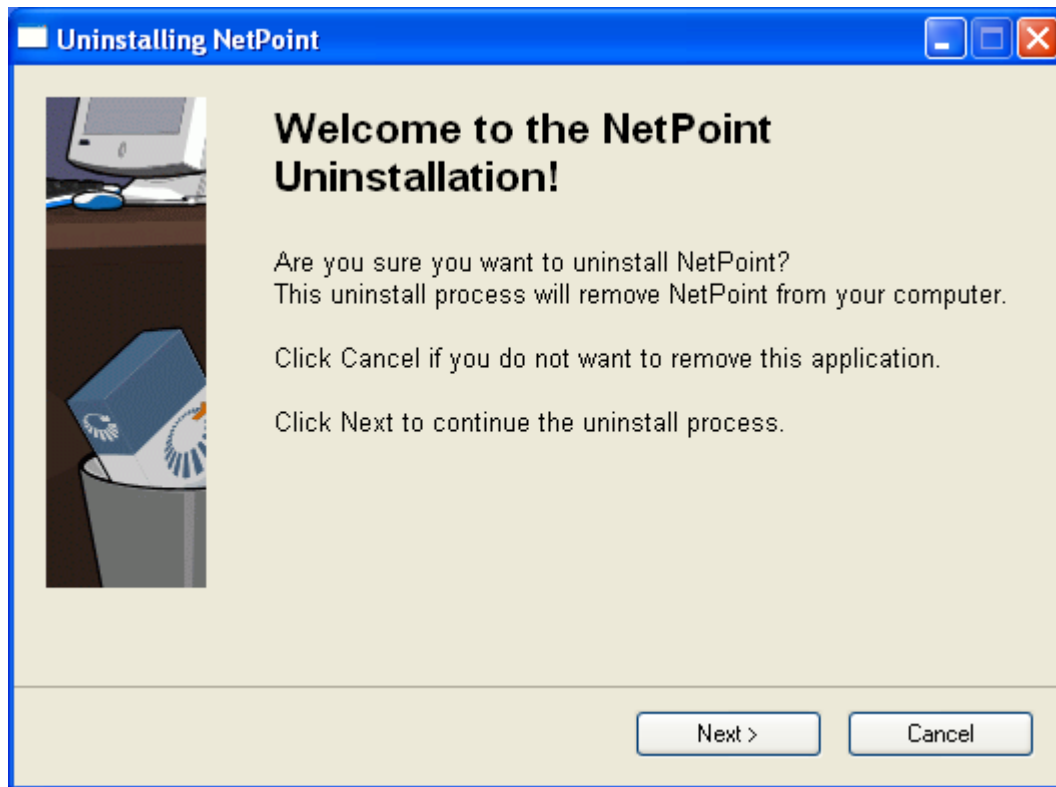
12. Click "Yes" to restart your computer now.



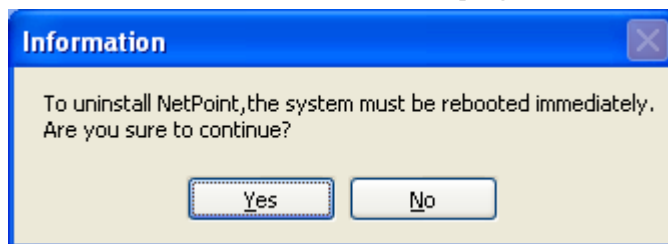
1.2 Uninstall Software

To uninstall the software, follow these steps:

1. Click "Start", click "All Programs", click "NetPoint", and then click "Uninstall".
2. When NetPoint remove wizard window appears, click "Next".



3. Click “Yes” to removed the NetPoint programs.



4. NetPoint is being deleted.

7. After the programs have been removed from your computer, Please restart your computer now.

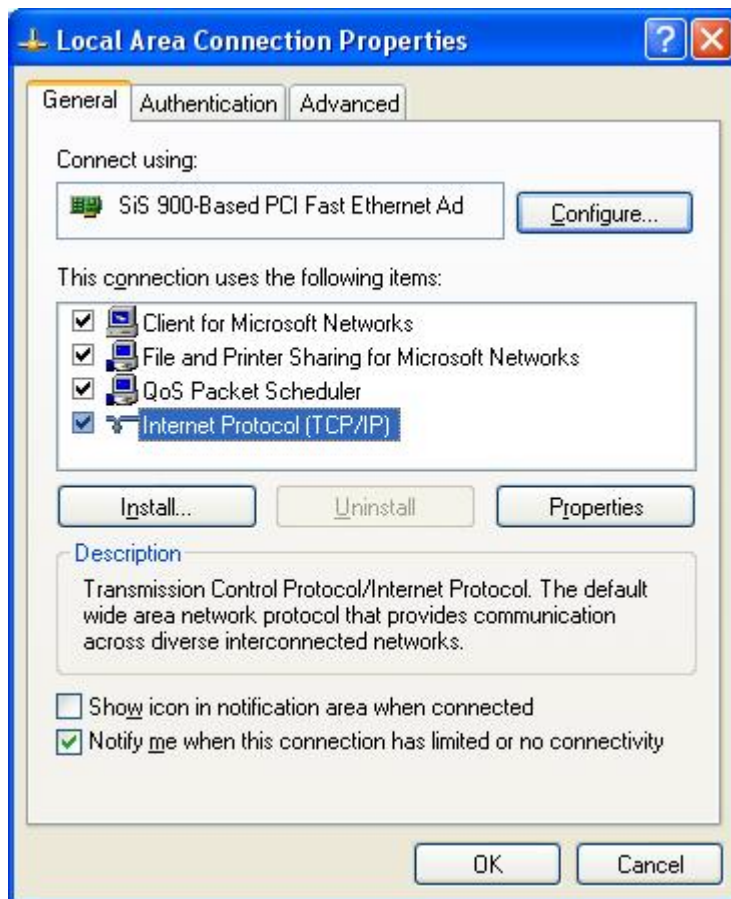
1.3 Setting up Network Configurations

If your computer is using Windows® 2000 or XP or 2000 server or server 2003 and has a network adapter, you have to configure the network to connect with any NP-2002 terminal(s). To configure your computer's network configurations, please refer to the following:

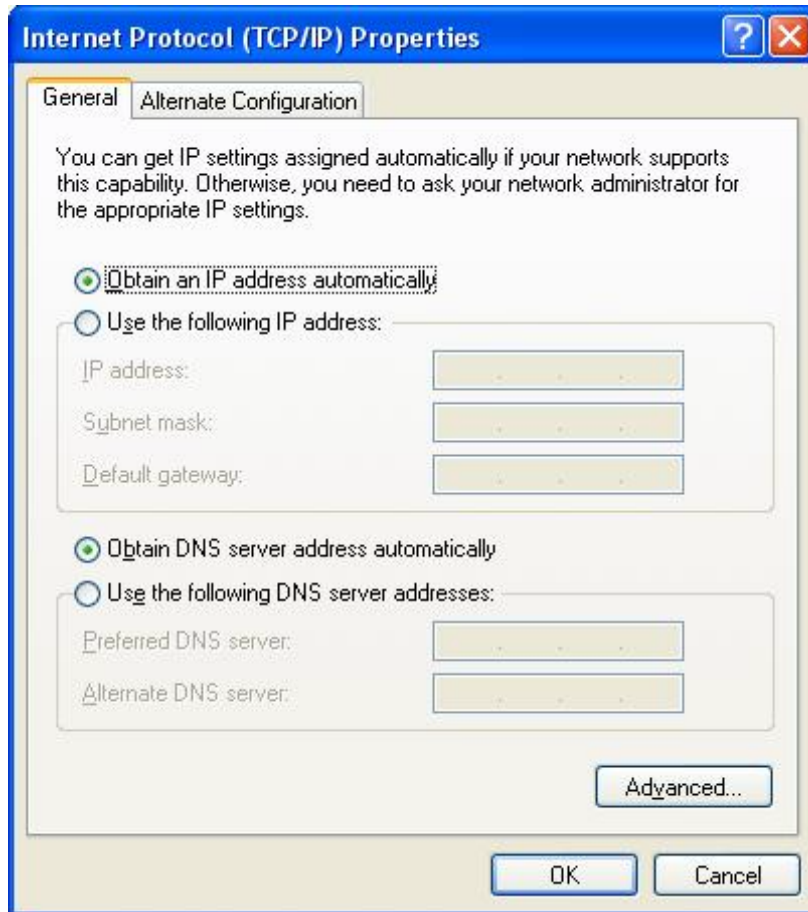
Connecting to the Network by Using a Cable/DSL Router (Support 100 Mbit Switching and DHCP Function)

If you use a Cable/DSL router, you can use dynamic IP addresses. (To use dynamic IP addresses, the router must support DHCP or a dynamic IP address allocation function) If you want to use static IP addresses when using a Cable/DSL router, refer to “Connecting by Using a switch”.

1. Click “Start” and click “Control Panel”. (In Windows® 2000, click “Start”, click “Settings”, and then click “Control Panel”)
2. Click “Network and Internet Connections”, and then click “Network Connections”. (In Windows® 2000, double click “Network and Dial-up Connections”)
3. Right click on the LAN adapter icon and select “properties”. (In Windows® 2000, right click on the LAN adapter icon and select “properties”)
4. Click “Internet Protocol (TCP/IP)” and click the “properties”. (In Windows® 2000, click “Internet Protocol (TCP/IP)” and click the “Properties”)



5. Check “Obtain an IP address automatically” and “Obtain DNS server address automatically,” and then click “OK”.



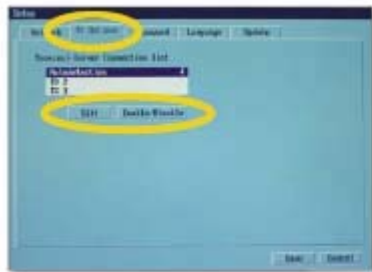
6 . Turn on the NP-2002 terminal for configuration settings. Click the “Setup”.



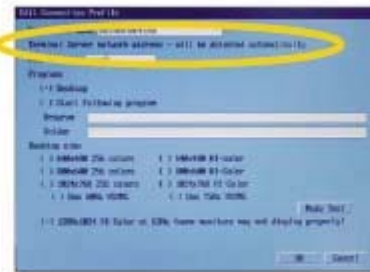
7. Viewing the monitor connected to the NP-2002 terminal, the Setup window will appear. In the “Network” tab, check “Get Dynamic IP address”.



8. In the “TS Options” tab, “Autodetect” would be activated as the default setting for automatic connection to the Host PC. If it is not connected properly, or if you want to run the “Fail-over” function, click the “Enable/Disable” after selecting. TS2 (or TS 3) and inputting the IP address.



or

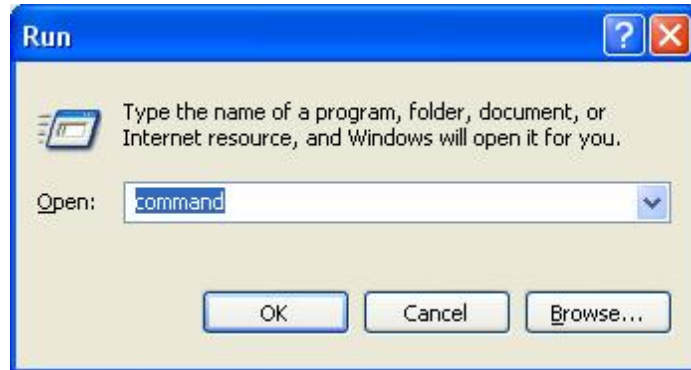


Note

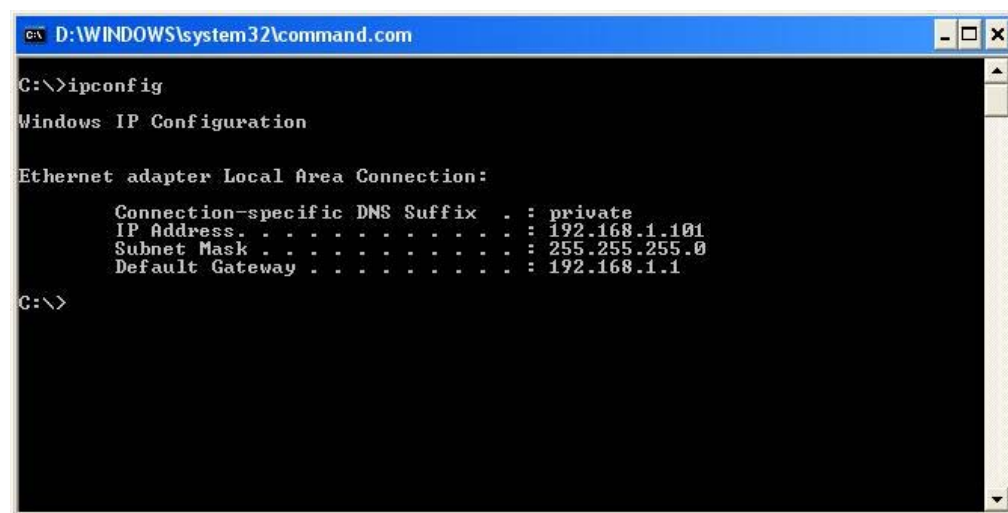
You have to know the allocated IP address that the Host PC received automatically. You can see the IP address of the Host PC as follows:

1 Click “start” on the Host PC. Click “Run”.

2 Type “cmd” in the input box. The DOS prompt window will appear.



3 Type “ipconfig” in the DOS command line and press Enter. IP address, subnet mask, and Gateway that was allocated to the Host PC will be displayed on the screen.



4 Input the displayed IP address into Terminal server network address.

9. If you finished the setting, click “Save”, Click “Connect”. (or Try Again)

10. Your NP-2002 terminal should be connected to the Host PC. You are now ready to use your NP-2002 terminal.

Connecting by Using a Switch (Supports 100 Mbit/sec Switching)

To connect by using a switch, you have to set a static IP address on both the NP-2002 terminal and the Host PC. To configure an IP address as static, follow these steps:

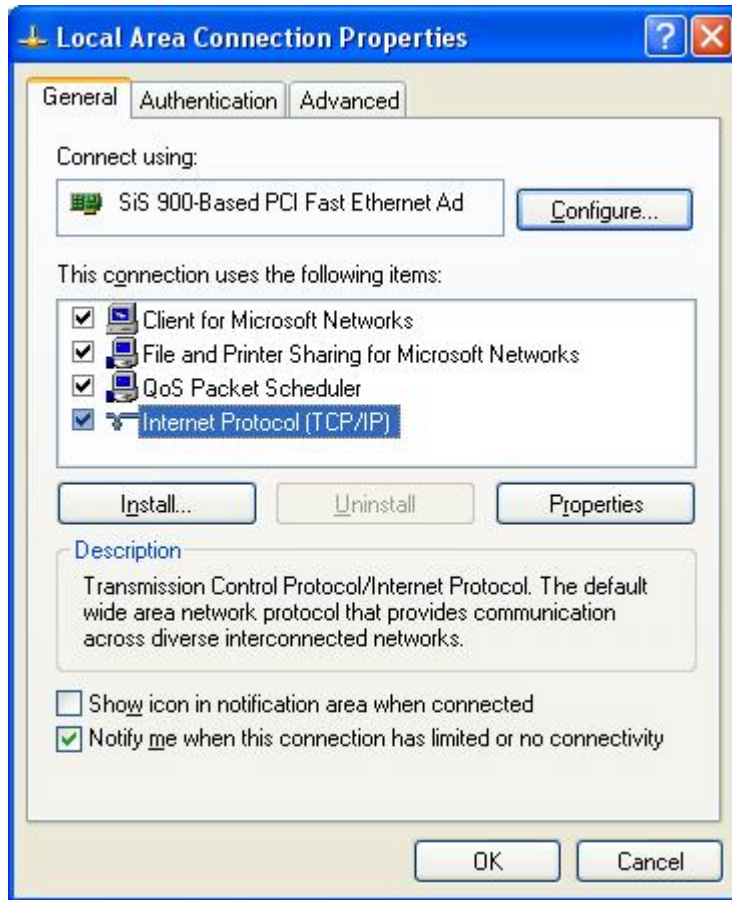
1. Click “Start” and click “Control Panel”. (In Windows® 2000, Click “Start”, click “Settings”, and then click “Control Panel”)

2. Click “Network and Internet Connections”, and then click “Network Connections”. (In Windows® 2000, double click “Network and Dial-up connections”)

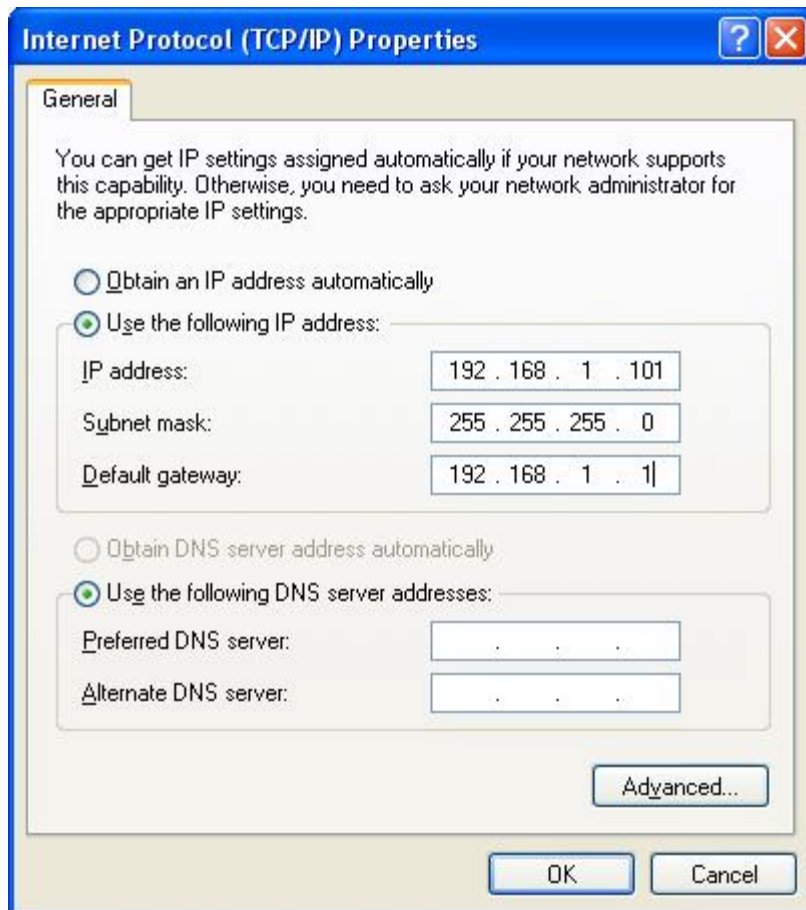
3. Right click on the LAN adapter icon and select “Properties”. (In Windows® 2000, right click on

the LAN adapter icon and select “Properties”)

4. Click “Internet Protocol (TCT/IP)” and click the “Properties”. (In Windows® 2000, click “Internet Protocol (TCT/IP)” and click the “Properties”)



5. Check “Use the following IP address” and input the address of the IP address, subnet mask, and Default Gateway, and then click “OK”.



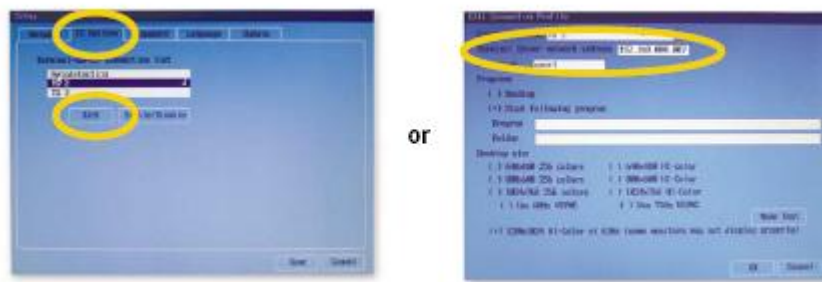
6. Turn on the NP-2002 terminal for configuration. Click the “Setup”.



7. In the “Network” tab, check “Use Static IP address” and input the IP and Gateway address you want to use.



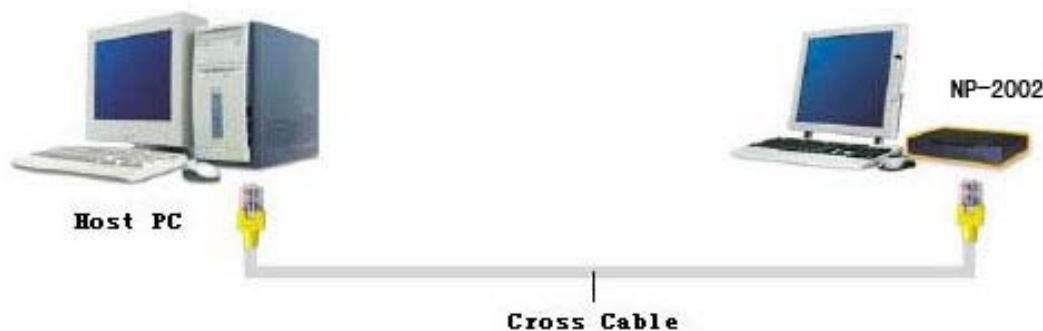
8. In the “TS Options” tab, select “TS 2” and click “Edit” then, input the IP address of the HOST PC on the Terminal Server Network address.



9. If you are finished with the settings, click “Save”. Click “Connect”. (or Try Again)

10. Your NP-2002 terminal should be connected to the Host PC. You are now ready to use your NP-2002 terminal.

Directly Connecting the NP-2002 terminal to a Host PC



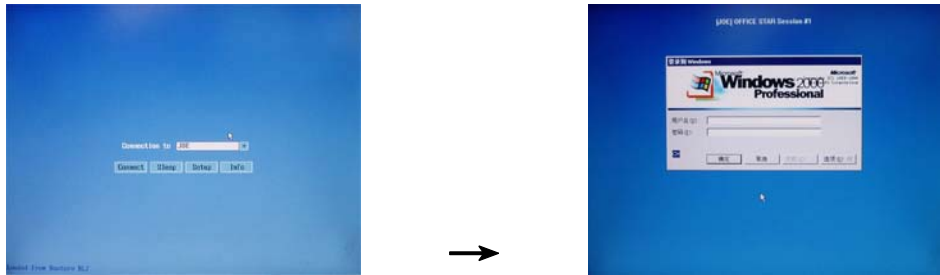
● **Host PC has one LAN adapter and no connection to the Internet**

1. Click “Start” and click “Control Panel”. (In Windows® 2000, click “start”, click “settings”, and then click “Control Panel”)
2. Click “Network and Internet Connections”, and then click “Network Connections”. (In Windows® 2000, double click “Network and Dial-up connections”)
3. Right click on the LAN adapter icon and select “Properties”. (In Windows® 2000, right click on the LAN adapter icon and select “Properties”)

Note

To connect several NP-2002 systems to a single Host PC, you must have equal number of LAN adapters to the number of NP-2002 terminals that will be connected to the Host PC.

4. Click “Internet Protocol (TCP/IP)” and click the “Properties”.
5. Check “Use the following IP address” and input as below and click “OK”. (For example, IP Address is 192.168.0.1 and Subnet mask is 255.255.255.0. According to the Host PC’s configuration, the IP address should be different)
6. Turn on the NP-2002 terminal for configuration settings. Click the “Setup”.

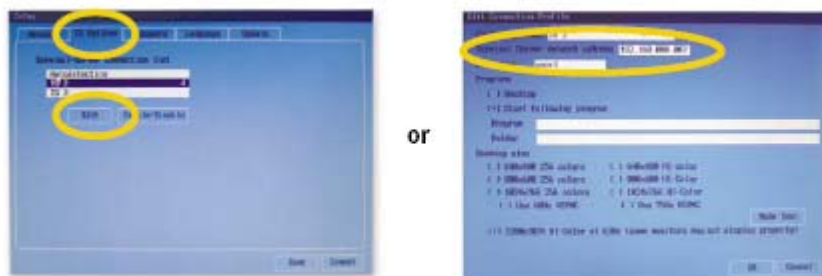


7. In the “Network” tab, check “Use Static IP address” and input IP and Gateway address as below. (For example, IP address is 192.168.0.1 and Subnet mask is 255.255.255.0. According to Host PC’s configuration, the IP address should be different)



8. In the “TS Options” tab, input the Terminal server Network address as below. (Terminal server Network address:192.168.000.001)

*Only use this address if it follows your IP addressing scheme.



9. If you have finished the settings, click “Save” then click “Connect”.

10. Your NP-2002 terminal should be connected to the Host PC. You are now ready to use your NP-2002 terminal.

● **Host PC has two LAN adapters and of the LAN adapter connected to the Internet**

If your Host PC has only one LAN adapter connected to the Internet, you have to install the LAN adapter to connect the NP-2002 terminal to your Host PC. To connect the NP-2002 terminal to your Host PC, refer to “Host PC has one LAN adapter and no connection to the Internet”, The setting of the Internet, contact to your ISP. (Internet Service Provider)

The setting of the Internet, contact your ISP. (Internet Service Provider)

1. Click “Start” and click “Control Panel”. (In Windows® 2000, click “Start”, click “Settings” and then click “Control Panel”) Click “Network and Internet Connections”, and then click “Network

- Connections". (In Windows® 2000, double click "Network and Dial-up Connections")
2. Right click on the LAN adapter icon and select "Properties". (In Windows® 2000, right click on the LAN adapter icon and select "Properties" In the "Advanced" tab, check "Allow other network users to connect through this computer's Internet connection" in Internet Connection Sharing and click "OK". (In Windows® 2000,in the "Sharing"tab, check "Enable Internet Connection Sharing for this connection" and click "OK")
 3. Click " Yes" to restart your computer.
 4. For the next settings, refer to "Host PC has one LAN adapter and no connection to the Internet".

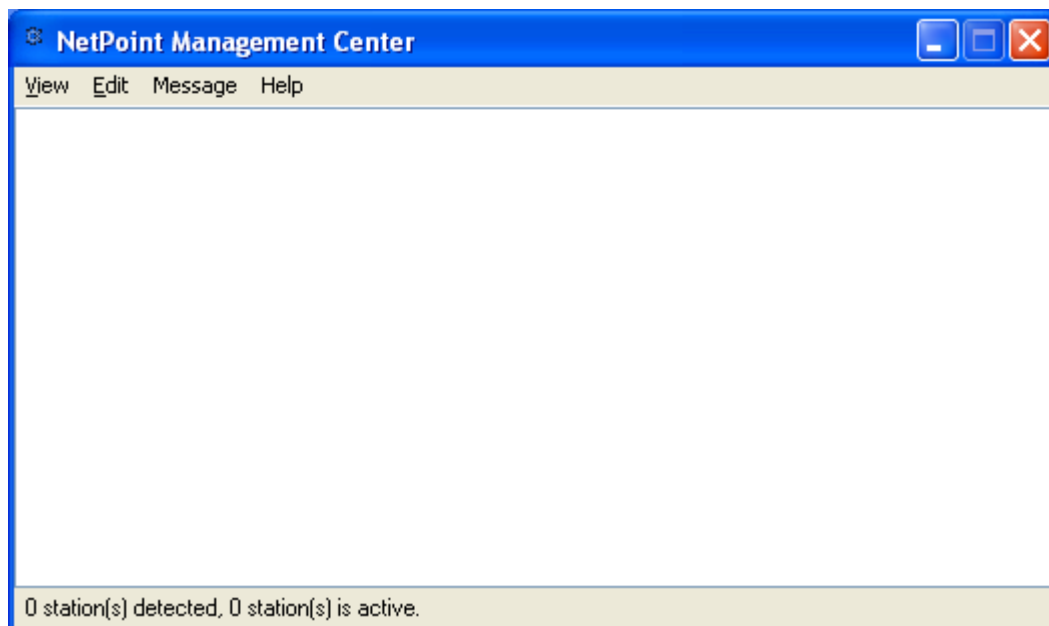
2. Using the Software

If you install the software, you can see the group and its program lists. To see the software group and lists, click "Start", click "All Programs", click "NetPoint Server".

2.1 Running NetPoint Management Center

Using NetPoint Management Center you can control the NP-2002 terminal.

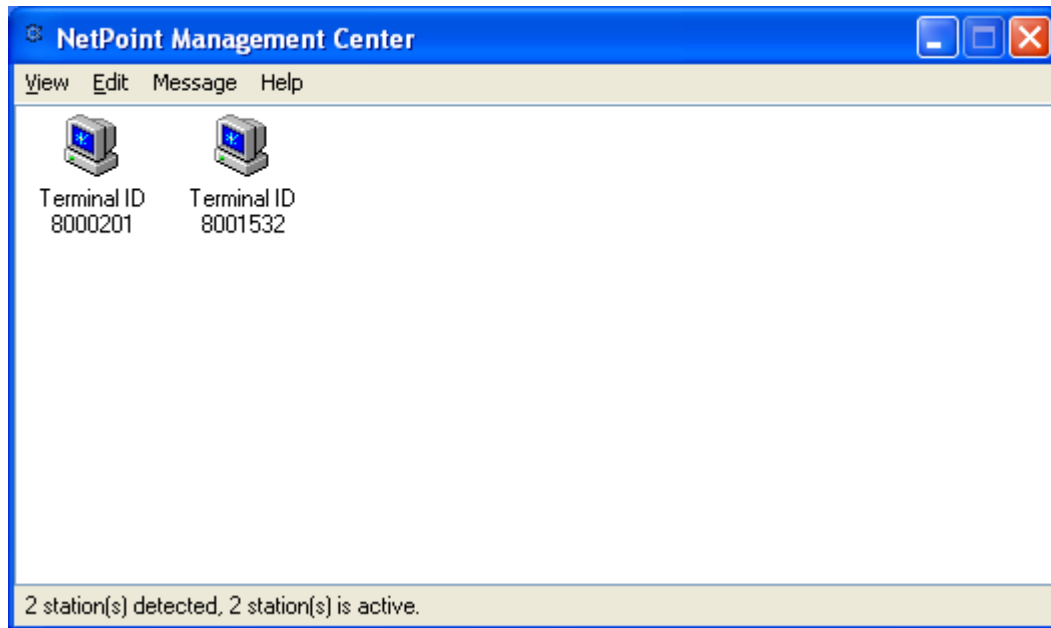
To run NetPoint Management Center, click "Start", click "All Programs", click "NetPoint Server".



2.2 Explaining Software Settings Function

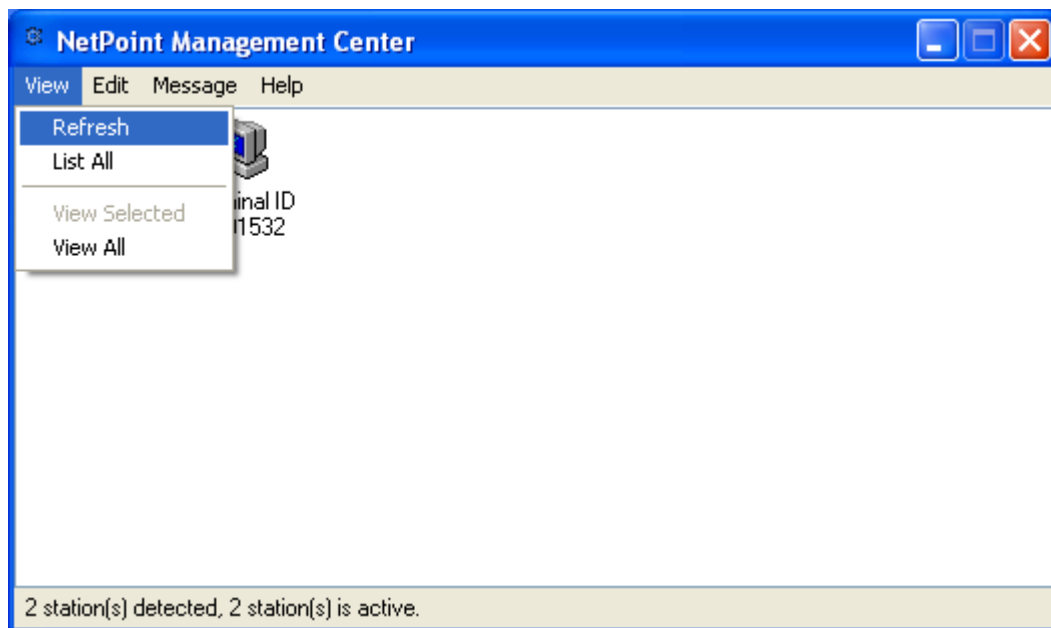
- **Station**

You can see the status of the NP-2002 terminal when connected to the Host PC.



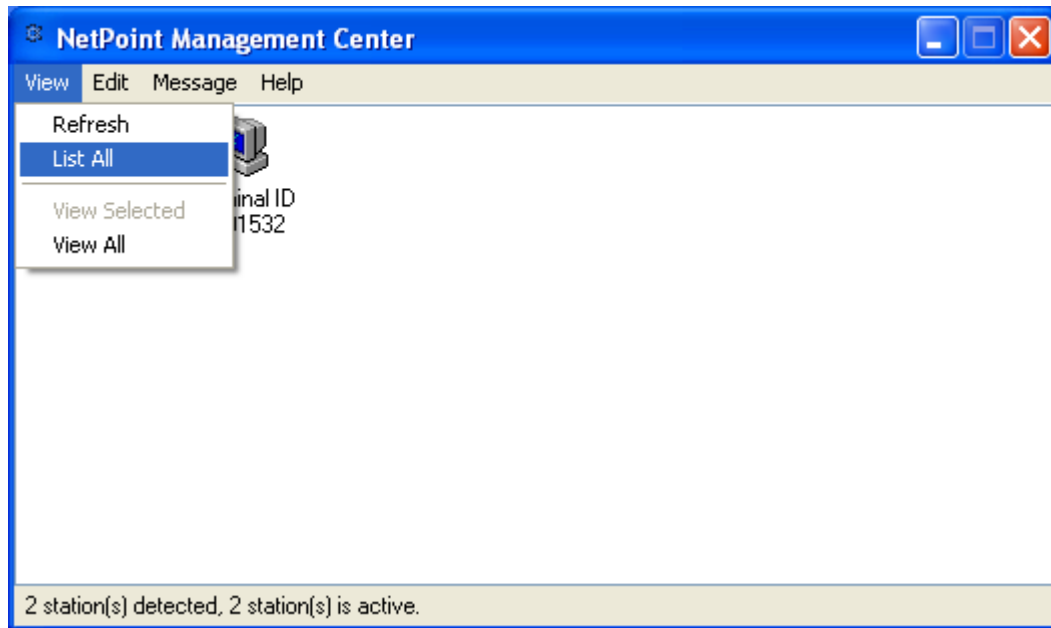
- **Refresh**

Refresh the terminal of view screen.



- **List All**

List all of the NP-2002 Terminal.



- View Screen

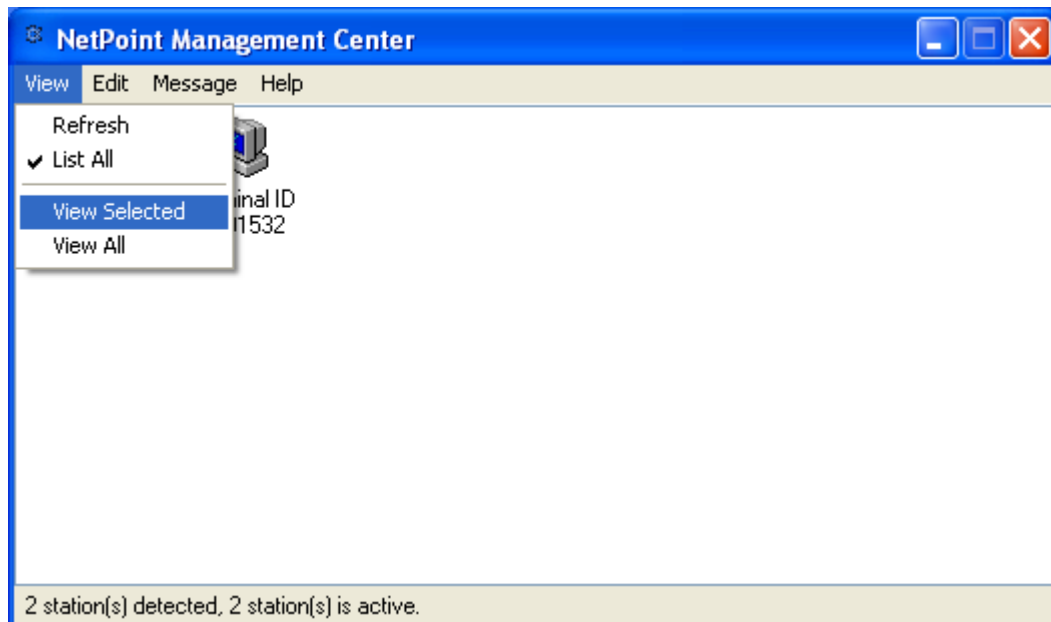
Through the NetPoint Management Center you can view the screen of the active NP-2002 selected. Users must have Admin authority to activate this function.

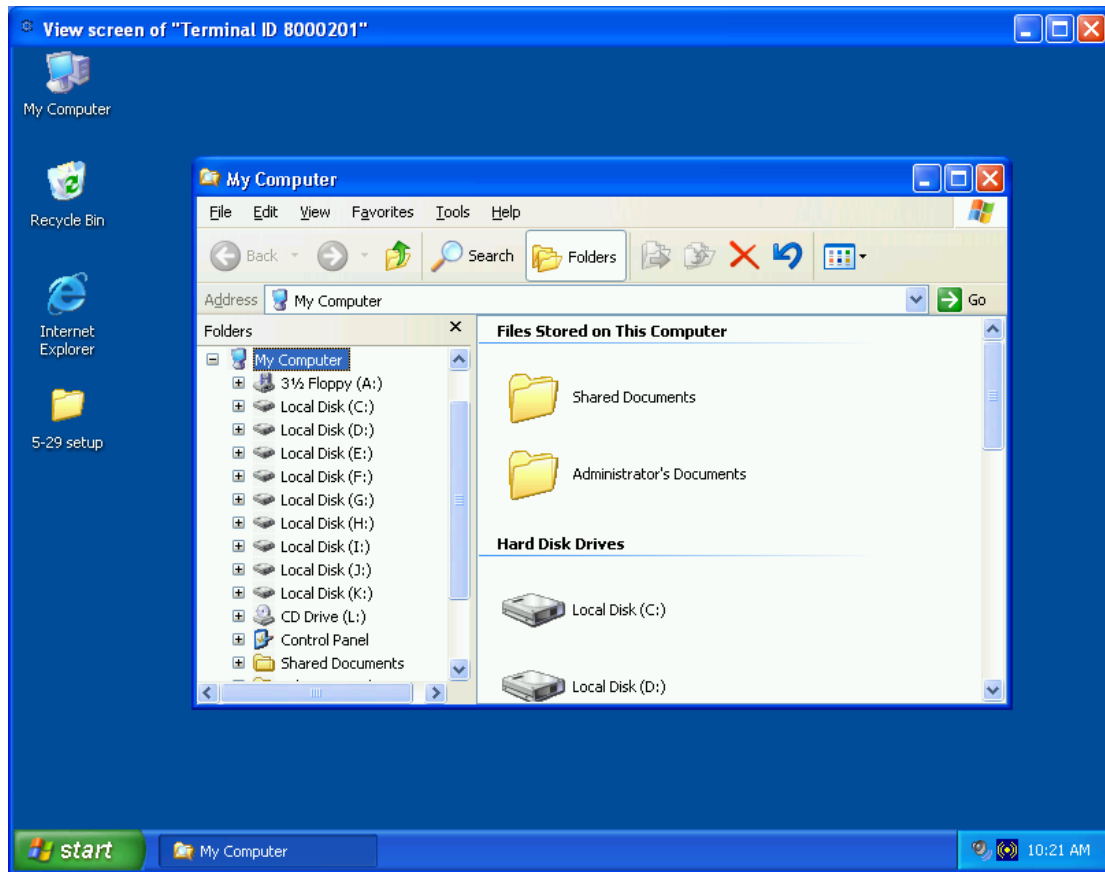
1、 View Selected

Introducing the View Screen setup

Setting up you View Screen menu from the NetPoint Management Center.

1. Click "View" on the menu bar from the NetPoint Management Center.
- 2 Click "View Selected" for monitoring NP-2002(s).



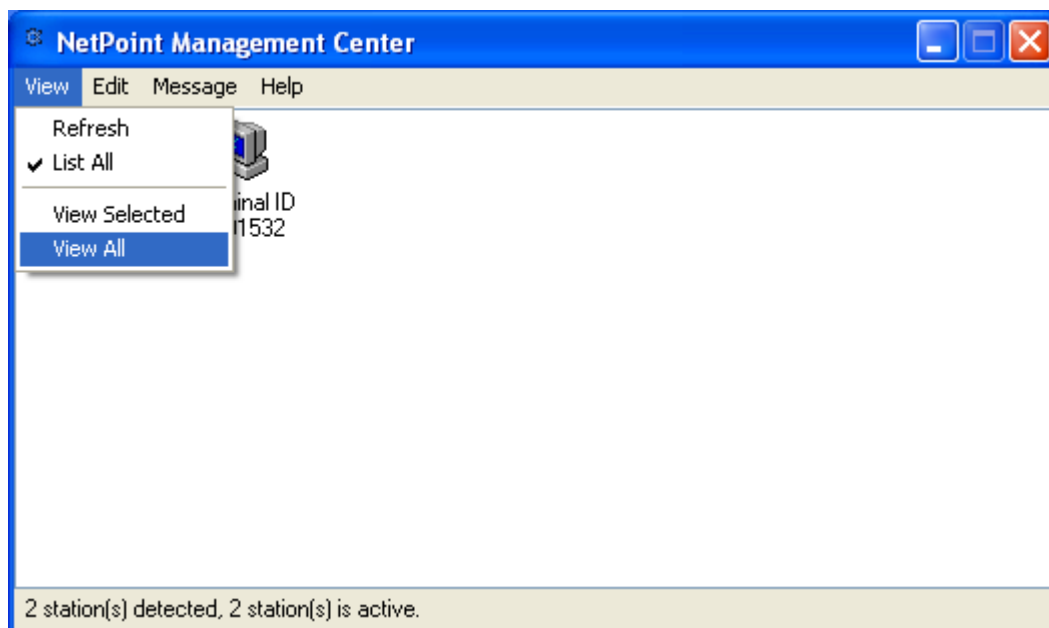


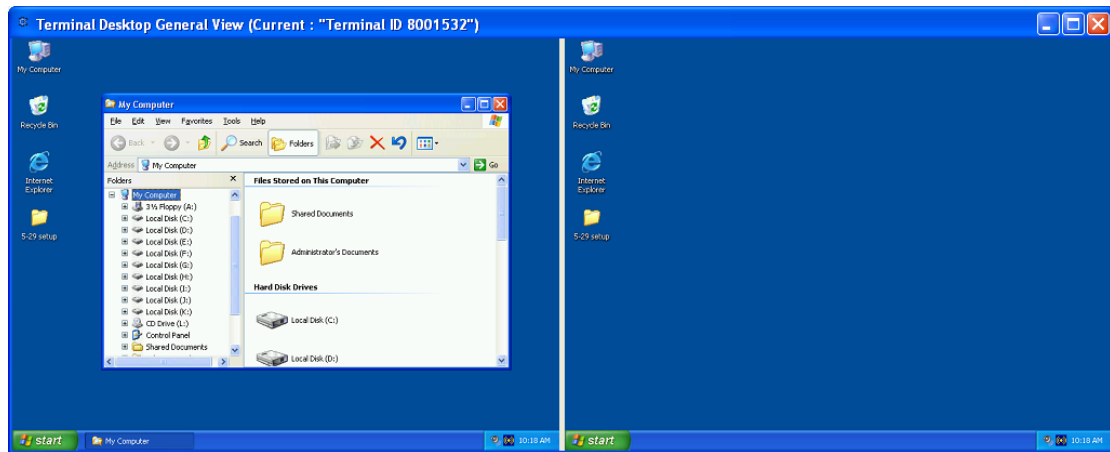
2、 View All

Introducing the View Screen setup

Setting up you View Screen menu from the NetPoint Management Center.

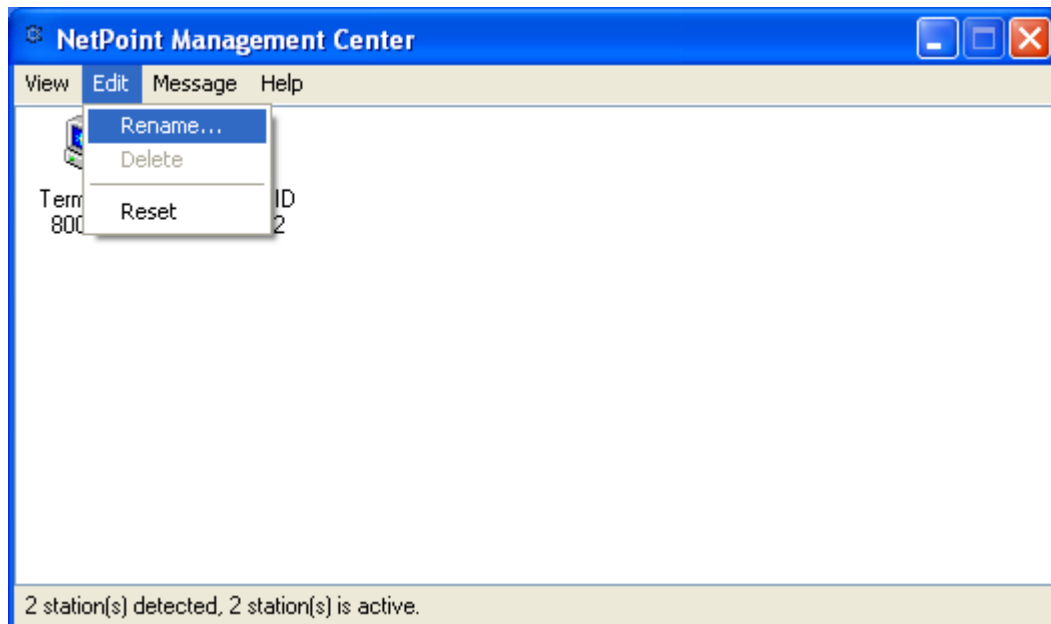
1. Click “View” on the menu bar from the NetPoint Management Center.
- 2 Click “View All” for monitoring NP-2002(s).

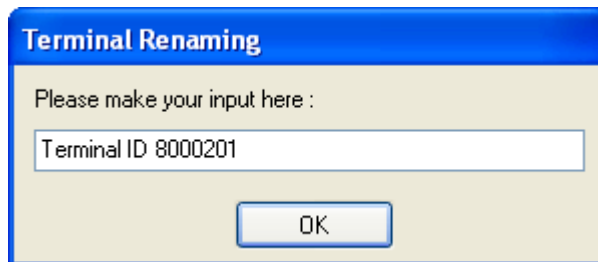
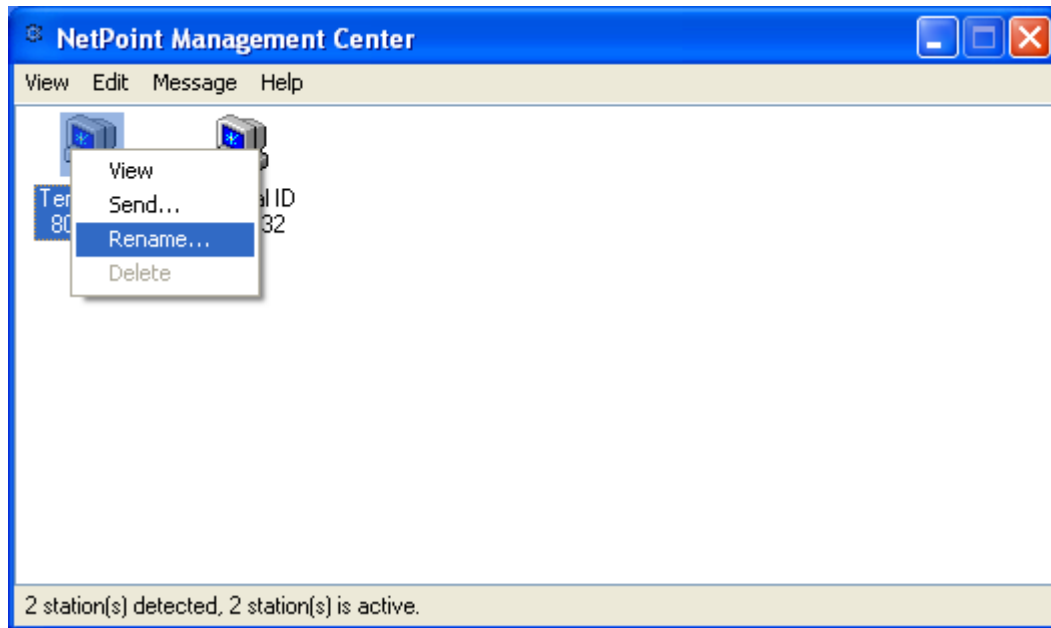




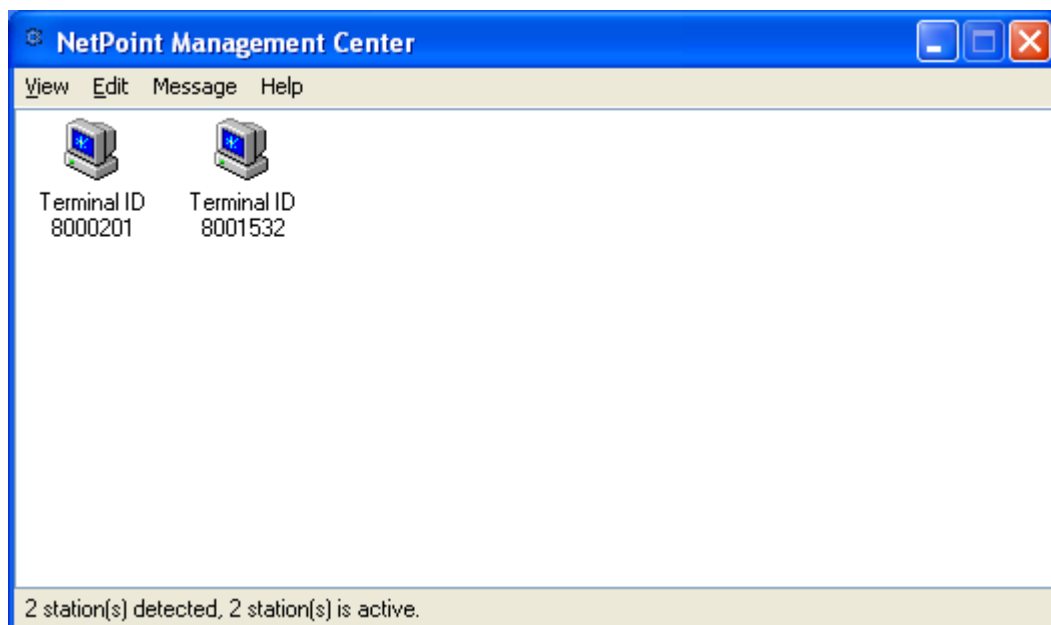
- **Rename**

Terminal Rename

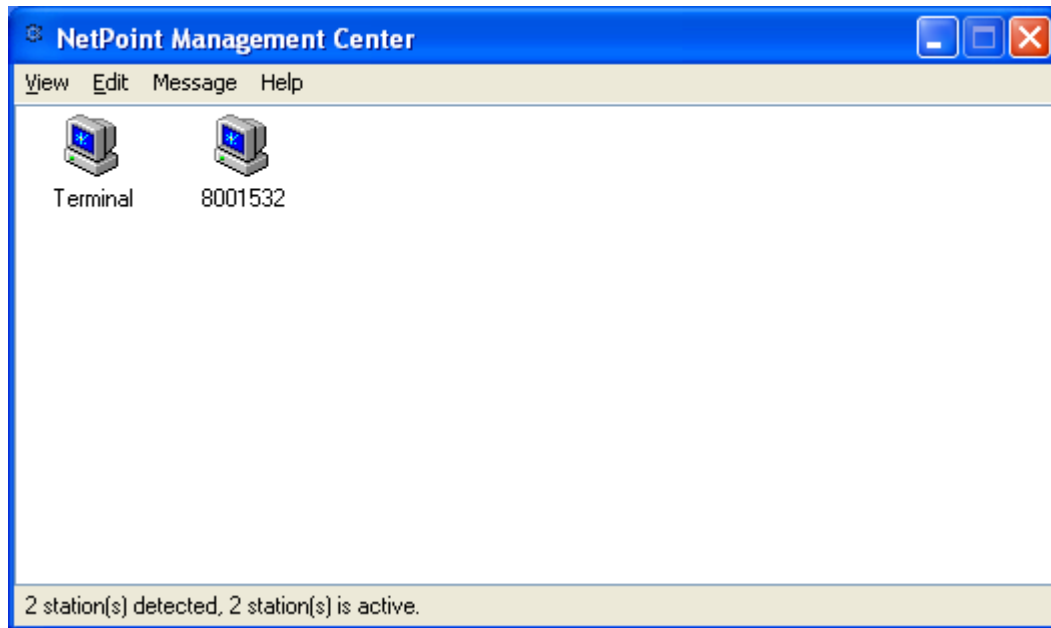




Before Rename

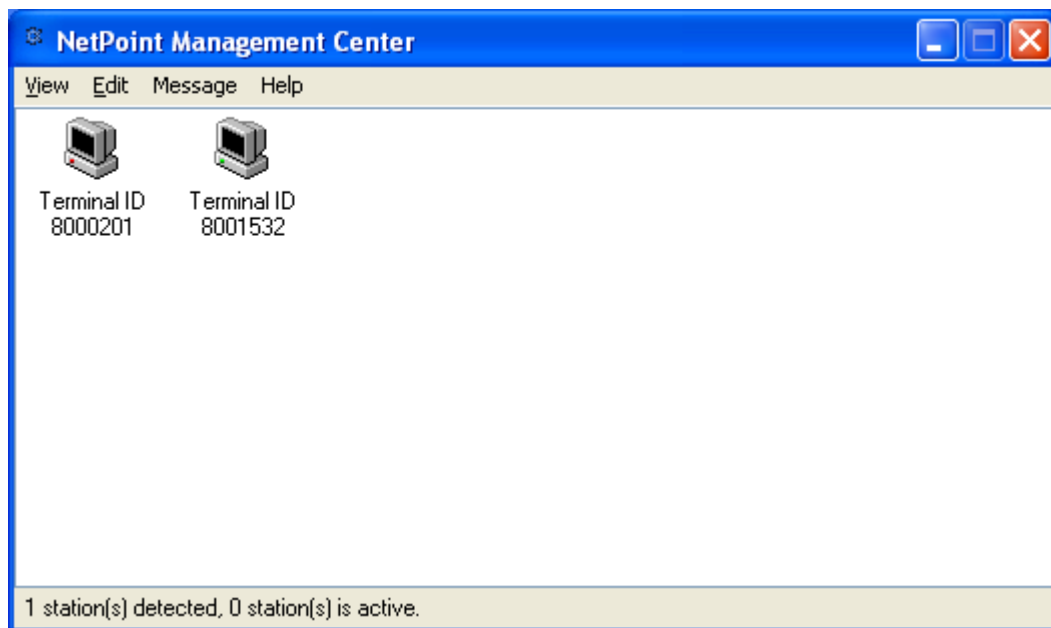


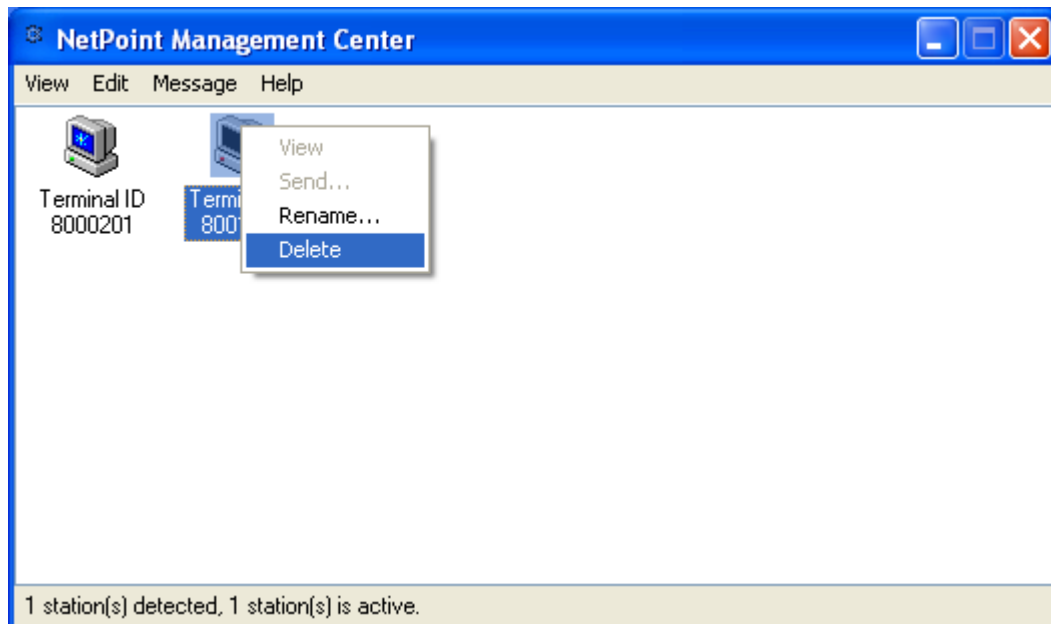
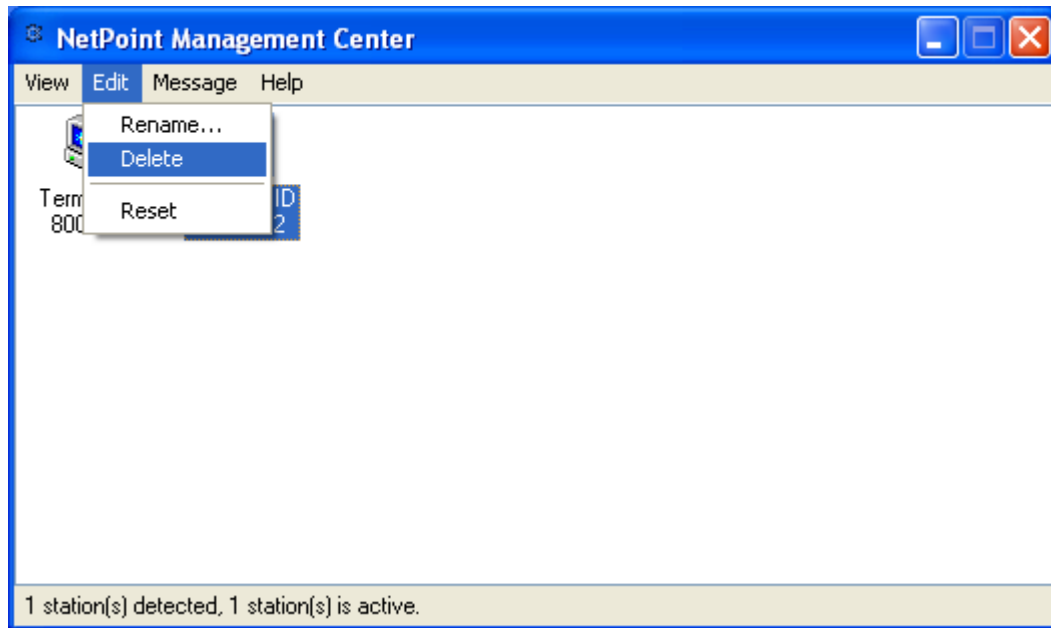
After Rename



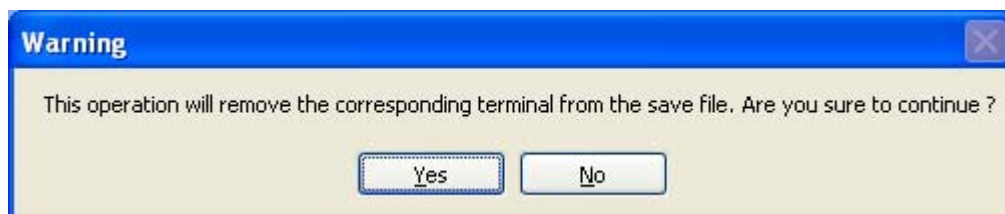
- **Delete**

You can delete terminal, when it disconnected with Host PC in Local Network.

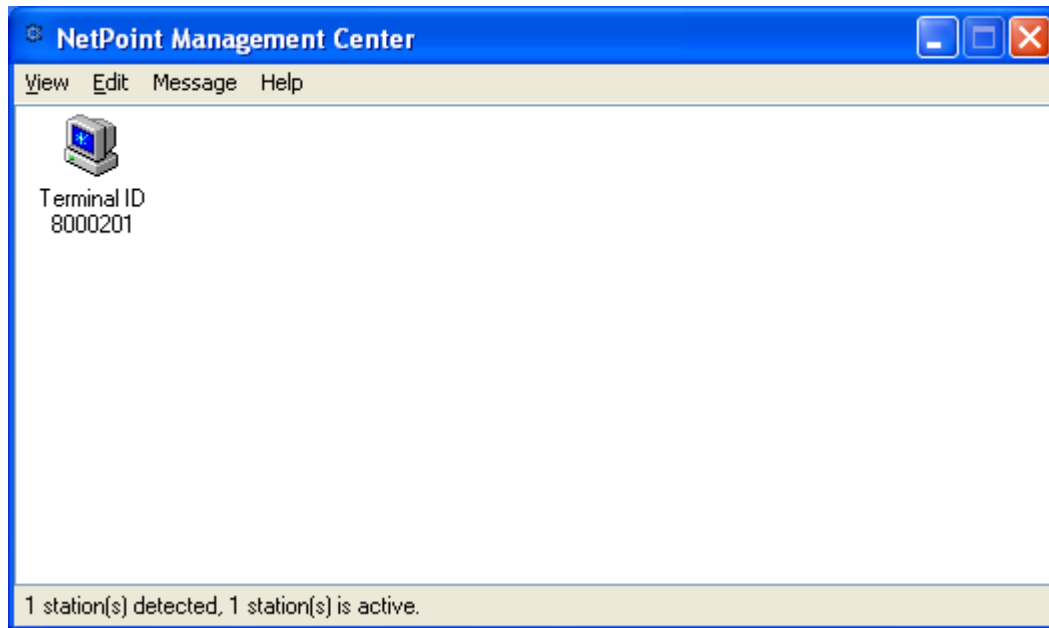




Click “Yes”

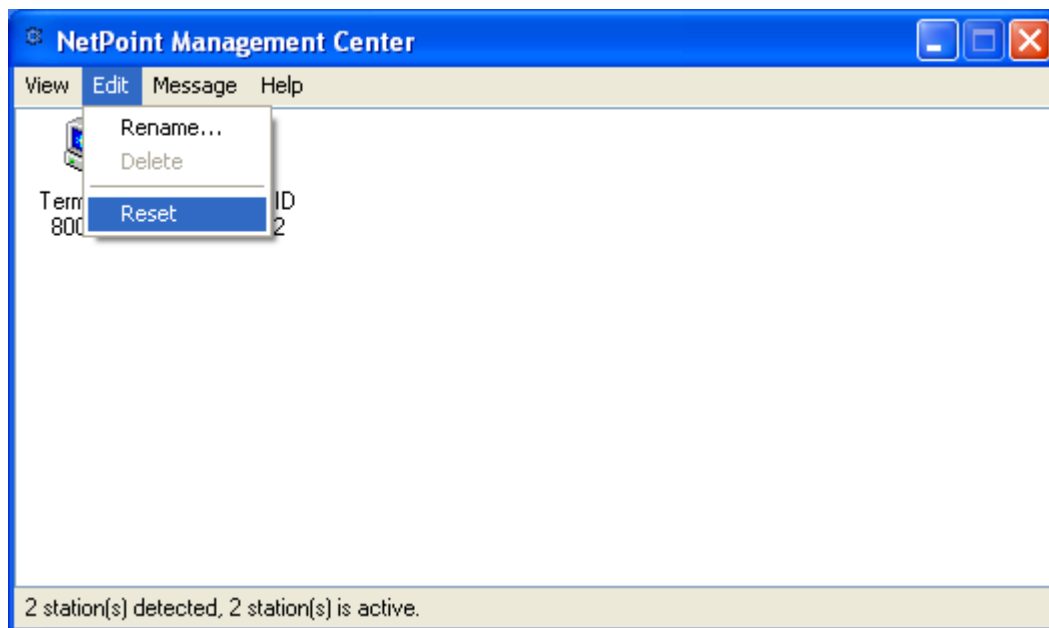


After Delete

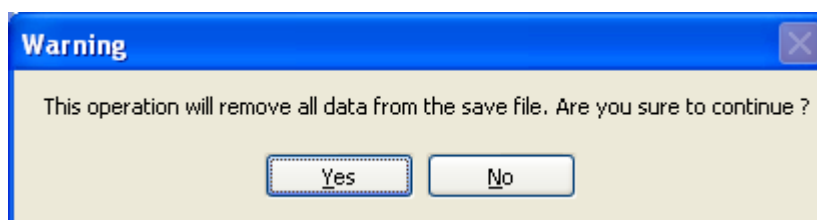


- **Reset**

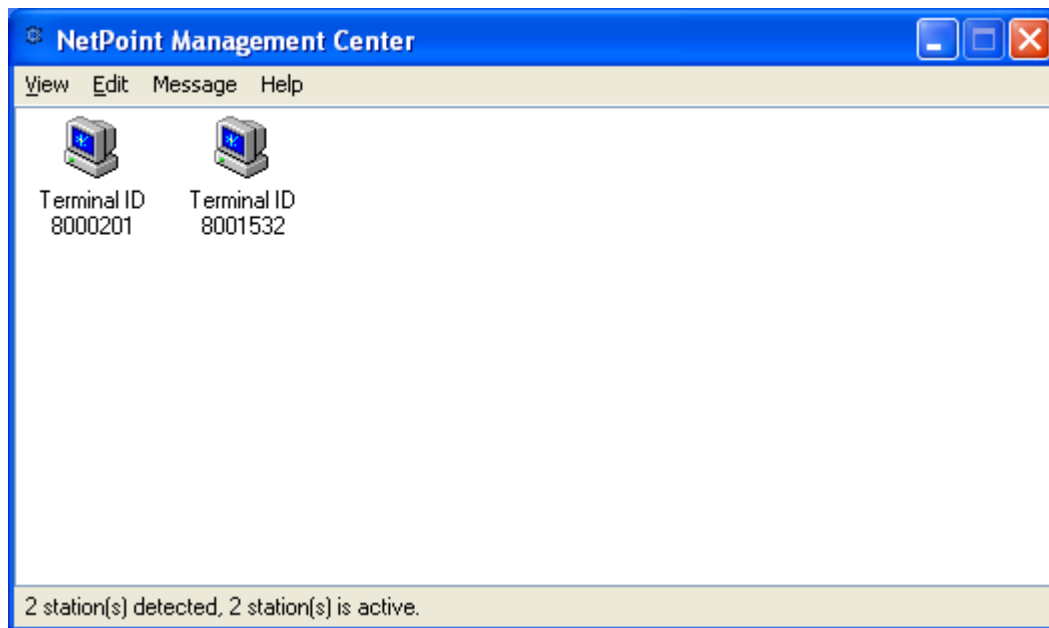
Restores the terminal to the original setup.



Click “Yes”



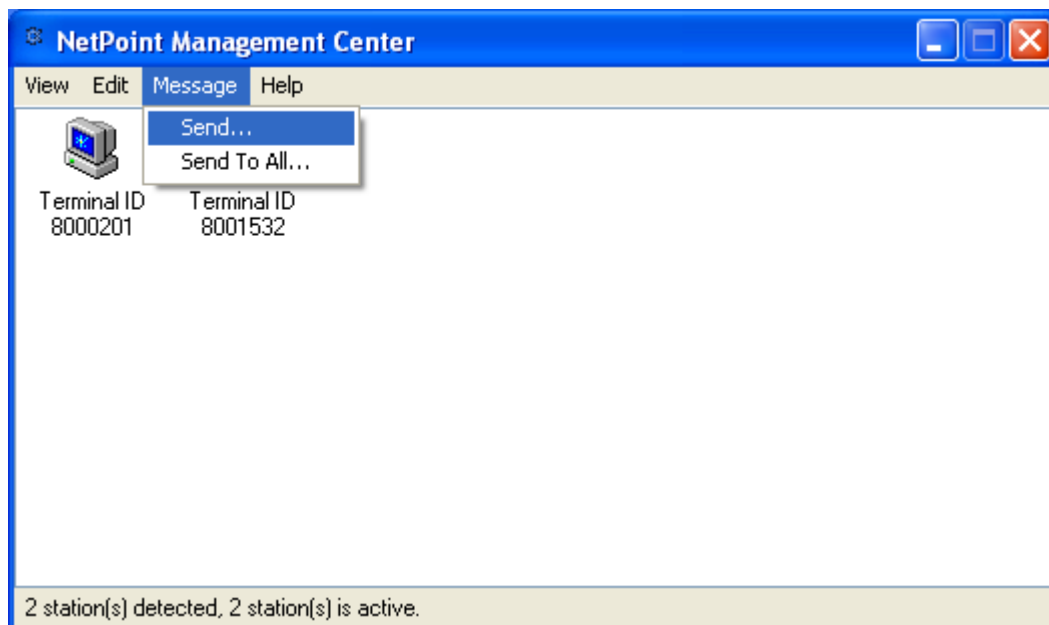
After Reset

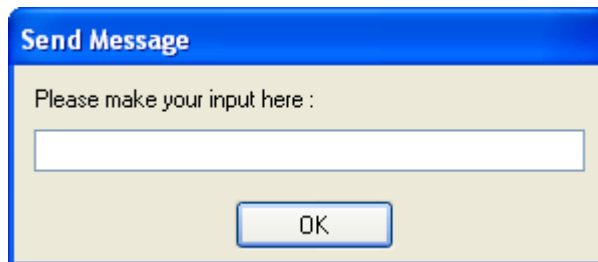
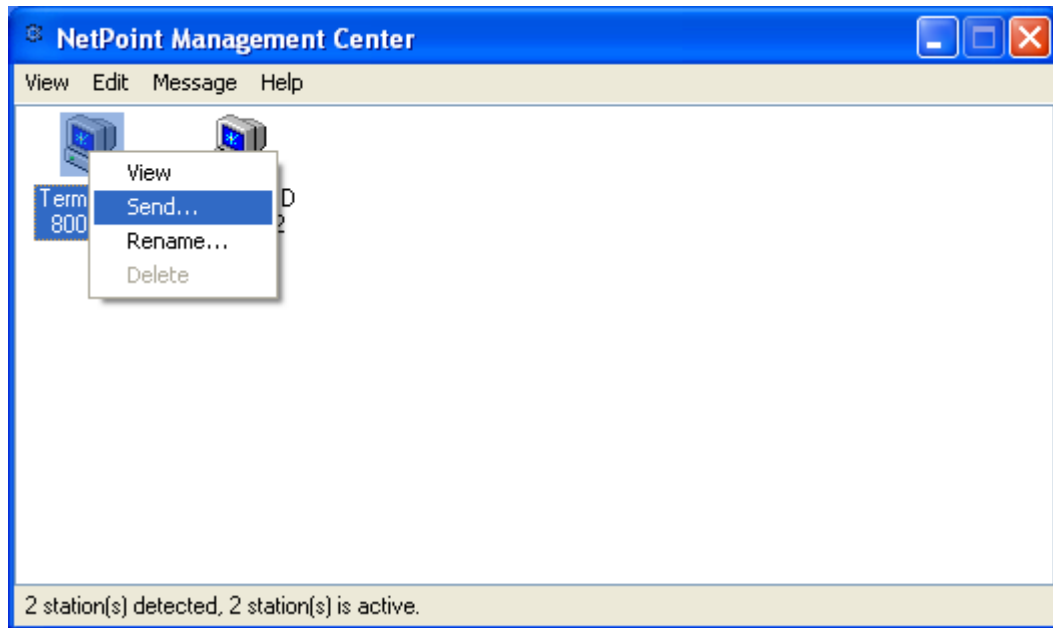


- **Send Message**

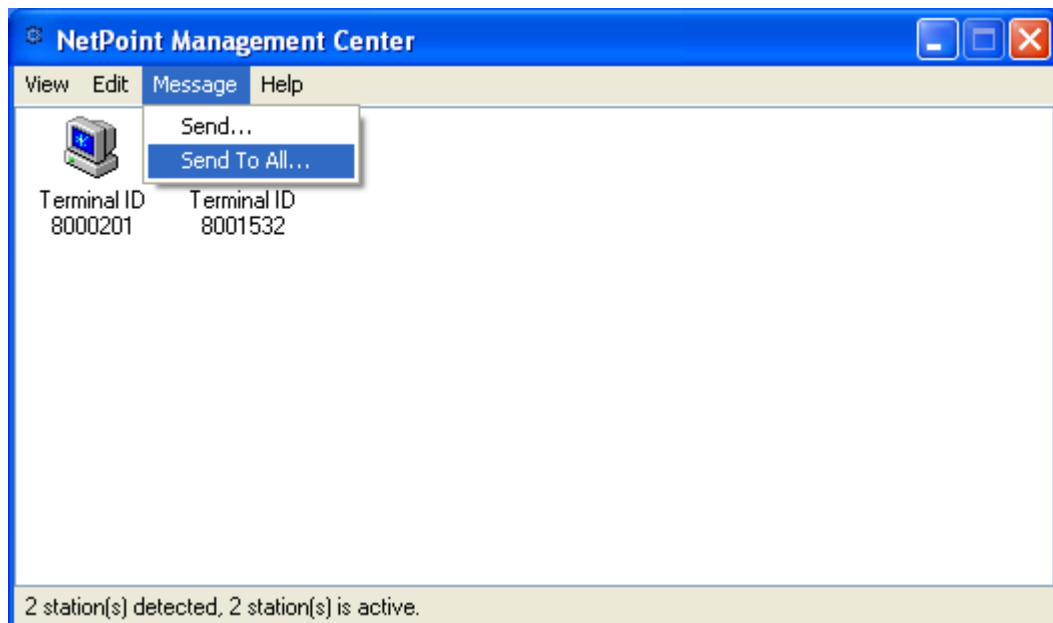
This is an icon to send message from Host PC to NP-2002 terminal. (For sending messages, the user needs to have administrative capabilities)

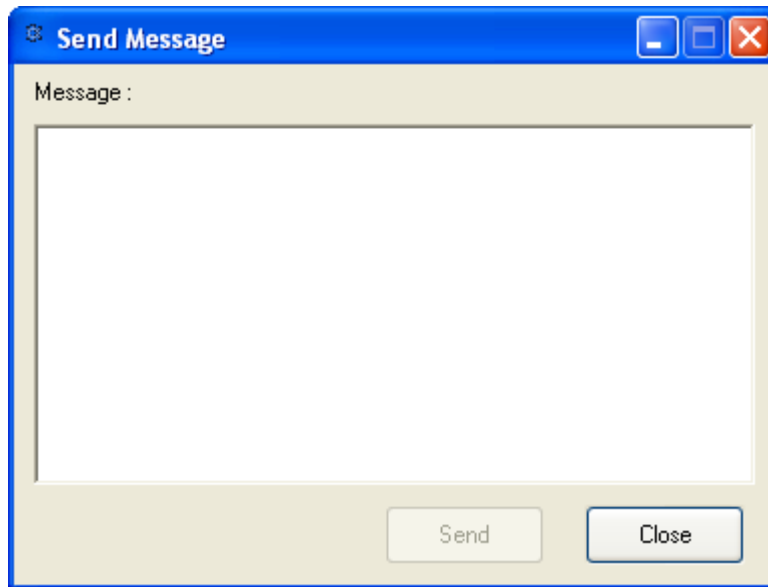
1、Send To One





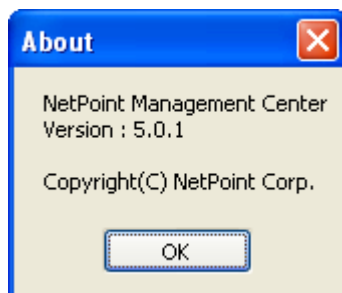
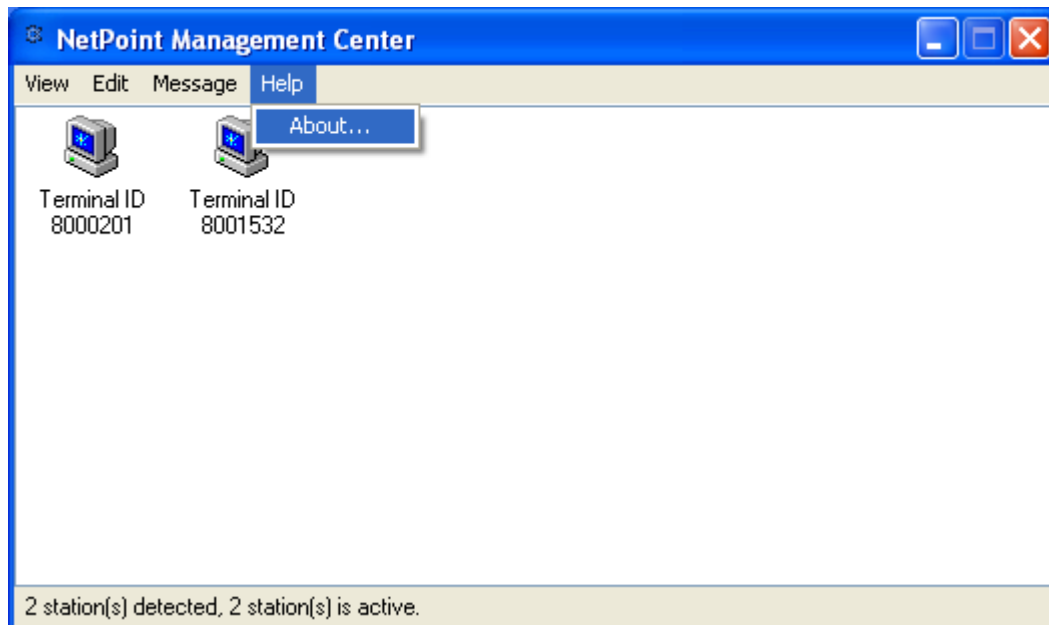
2、Send To All





- **Help**

About the NetPoint Management Center



3. NP-2002 Terminal Management

Thank you for buying the NP-2002 terminal(s). This User's guide tells you how to use and configure the NP-2002 terminal(s).

Note

This user's guide provides instructions of NP-2002 (s) connection function and management. Its is recommended to read this user's guide carefully before using this new program..

3.1 Auto Connection Function

With the "Auto Connection" function, you can easily connect to a Host PC without using the NP-2002 main setup screen.

1. Turn on your NP-2002 device.
2. Next, you will automatically go into the Windows Logon dialog box screen without having to press the "connect".
3. Fill in the "User name" and "Password".

Introducing the Auto connection setup

● Setting up your Auto Connection menu from NP-2002 main setup

1. Click "setup" to setup your connection menu.
2. Click "TS Options".
3. Select "TS 2" then click "Enable/Disable". (You must Disable the Autodetection selection)
4. Click "Edit" to select the option menu.
5. Click "Autoconnect Enabled".
6. Click "OK" to save all settings.

3.2 Auto Logon Function

With the "Auto Logon" function, you can easily connect to a Host PC(s) without fill in the Windows Logon dialog box.



1. Turn on your NP-2002 device.

2. Click "Connect" of main setup screen.
3. Automatically go in to the Windows main screen due to setting the "User Name" and "Password" already.

Note

If you use "Auto Logon" and "Auto Connection" function together, you can connect the Host PC easily.

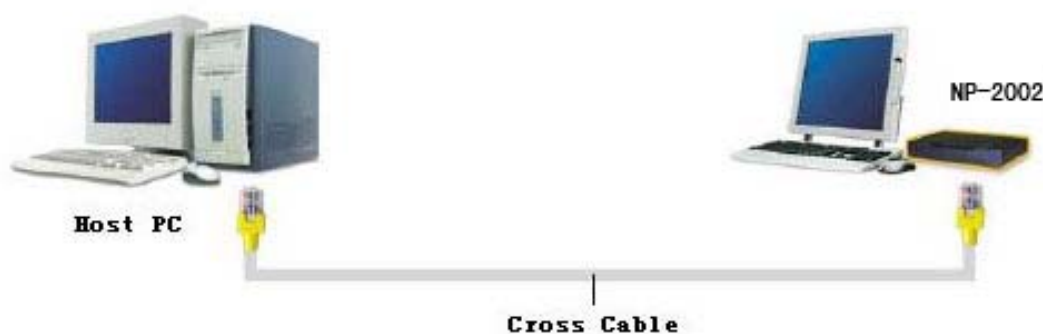
Note

Depending on the model, your NP-2002's functions may look slightly different than those from this NetPoint user's guide.

4. FAQ

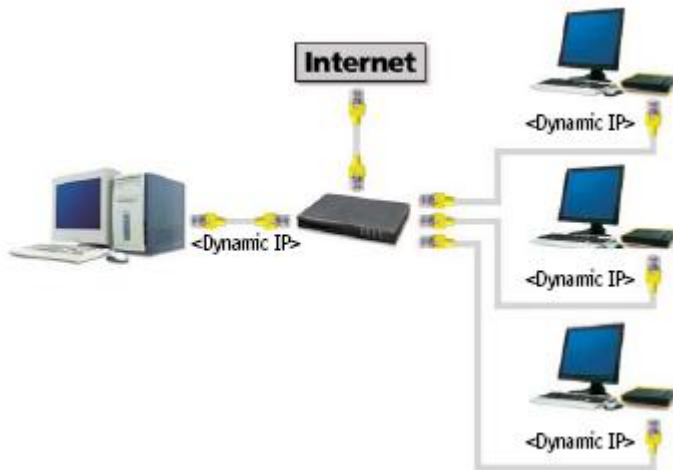
Q How do I connect the NP-2002 directly to the Host PC?

A Use a crossover adapter to connect the NP-2002 terminal to the Host PC. If you use a crossover cable to connect to the Host PC, you do not need a crossover adapter. You can only directly connect one NP-2002 to a Host PC by using a LAN adapter. To connect several NP-2002s you need to install as many LAN adapters equal to the number of NP-2002 terminal(s) that will be connected to the Host PC.



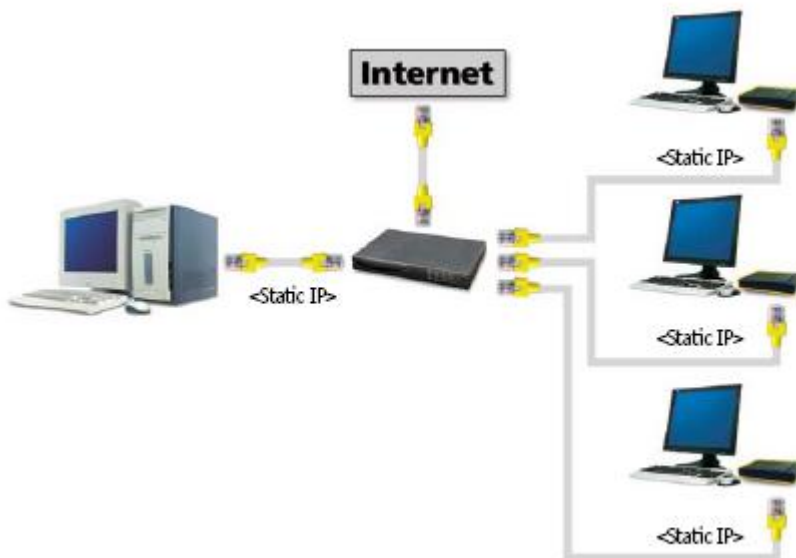
Q How do I use a dynamic IP address when the Host PC is connected to a router?

A A router allocates the IP address dynamically to the Host PCs and NP-2002 terminal(s). Users do not need to set the IP address. Set the network configuration to dynamic IP address in the set up window.



Q If a router/hub is connected to the Host PC, how do I connect an NP-2002 terminal to the Host PC with a static IP address?

A You have to allocate the static IP address of the Host PC and the NP-2002 to NP-2002 terminal(s) through a router/hub. (Contact your network manager to get the static IP address of the Host PC)



Q I am not connected and a screen displays the “DHCP server was not found” message.

A NP-2002 is set to get the IP address dynamically. If you enter the setup screen of the NP-2002 by pressing “Setup”, you can check in the “Network” tab and make sure that the “Get Dynamic IP Address” option is selected. To use this option the router has to have DHCP server functionality activated. If you do not have a router, you have to install a Host PC that can allocate the DHCP addresses on your network.. When you connect the NP-2002 directly to a Host PC, you can not

use this option. In this case, select “Use Static IP address” and input IP address. Using IP router, check whether the DHCP function is activated, power is on, and LAN cable is connected.

Turn off the NP-2002 terminal and wait several seconds, and then turn it back on.

If you use a firewall program and certain outer protocols are blocked, you might not be able to connect to the NP-2002 terminal.

Q When I am connected to the Host PC by pressing the Connect button, the “Host unreachable...” message appears and I can’t connect.

A If there are no PCs on a network, this message appears. Check whether the Host PC is turned on. If it is turned on, check whether the IP address of Host PC and the Terminal sever IP address of NP-2002 are the same. You can check the IP address of the Host PC by running the ipconfig.exe command in the command line of the DOS prompt. (For more information, refer to page 2-13) Also, check the LAN cable connection. If you are using a hub or a router, check whether the hub or router is turned on and check the LAN cable connection. If the NP-2002 is directly connected to a Host PC and there is no problem with the network connection, refer to the following steps:

1. Click “Start” and click “Control Panel”.
 2. Double click the “Network Connections” icon.
 3. Right click the “Local Area Connection” icon and click “ Properties”.
 4. Select the “Advanced” tab.
 5. If the “Internet Connection Firewall” option is checked, click the “Settings”.
 6. Remove the check for the “Remote Desktop” option in the “Advanced” tab of the “Advanced Settings” window.
- If you use a certain firewall program that blocks the outer connection, you can’t use your NP-2002 terminal.
 - Turn off the NP-2002 terminal and wait several seconds, and then turn it on.
 - Check to make sure that any third party Antivirus, Firewall, or security related programs do not interfere with our software. Please disable these programs before the initial setup.

Q My mouse works but all of the other devices do not function properly. The NetPoint Management Center shows the station is operating well.

A This phenomenon occurs when the LAN cable is unplugged by accident or the router or switch is shut down. In this status, the controller of NP-2002 operates the mouse, so you feel as if the station is running. By the unstable power supplied to device is not stable or other reasons, this phenomenon occurs also.

Please check:

- Connection of the LAN cable.
- Operating status of the network device such as a router or switch.
- Stability of the power. (You can prevent by using UPS)

Q Can I use NP-2002 on an old dummy hub or Network Device?

A Our product is designed for 100 Mbps switches or routers. It does not support 10Mbps network

devices.

This product is strongly recommended for 100 Base-TX fast Ethernet network devices only.

Q What games can I play?

A You can run only 2D games and Internet casual games such as a java and flash type.

Refer to the list below for what is not supported through NP-2002:

- 3D games that require GPU or hardware accelerator.
- Single user game that requires the program CD.
- Runs at only one registered PC and checks the IP address of the system.

Q I can't play the video in full screen mode with the NP-2002.

A Our product shares the resources of the Host PC, so the memory and Host PC resources is limited and the performance speed is dependant on the Host PC's specification. Playing the video in full screen mode takes a lot of system resources. We recommend playing the video in an appropriate screen size that does not reduce the system speed.

NP-2002 is designed to run applications at the office such as a surfing the Internet, word processing, or working with spreadsheets.

Q Will this work in Windows®98?

A NP-2002 supports Windows®2000 Professional, Windows® XP Home Edition, Windows® XP Professional, Windows®2000 Server and Windows® Server 2003 (Standard Edition/Enterprise Edition). For supporting other OS, needs special technical support and cost.

Q I can't connect the NP-2002 to the Host PC anymore.

A After you install patch files from Windows update, this can occur. Please uninstall the patch files or download and install the updated NP-2002 software from our FTP site. It might take some time for us to upload the updated software.

Q I want to upgrade the speed of the NP-2002.

A Refer to the below items for an increase in the speed:

- Use a CPU which utilizes Hyper-Threading technologies and large L2 Cache memory size.
- Install more RAM.
- Purchase a new hard disk drive with faster access speeds. (fast rpm)
- Add more LAN adapters when multiple NP-2002 are connected through the switch.
- Reduce the number of NP-2002 to Host PC by adding more Host PC to connect.

Q In NP-2002, message of "No Terminal Server found or not all services initialized yet, please click on the connection list and try it again." appears.

A This message appears when there exists no Host PC with NCE-2000-XP installed in the network currently connected. Check if NetPoint is installed in Host PC or Host PC with NetPoint

installed is connected to the network.

Q When “Connect” is clicked in NP-2002, “TS ERROR-INVALID OR NO SERIAL NUMBER” message appears and no connection is made.

A This message appears when there is no serial number in the Host PC that NP-2002 is trying to connect to. To be connected to NP-2002, serial number should be registered in the NC-2000-XP console of the Host PC. Serial number can be found under the bottom of NP-2002 purchased.

Q Connection stops while using NP-2002 and message of “Connection was closed but your data is not lost and applications still run at server side. Please connect Terminal Server later” appears.

A This message appears when connection stops due to problems or abnormality occurred in Host PC or network equipment. Check Host PC or network equipment when this message appears and restart after turning off the power of Host NP-2002. Unless Host PC is rebooted, existing data in the Host PC may be used as is.

Q NP-2002 can not be connected even after program installation.

A This can happen in one of the following cases.

- LAN cable is not connected to the Host PC with program installed. → Connect LAN cable to Host PC.
- LAN cable is not connected to NP-2002 → Connect LAN cable to NP-2002.
- LAN cables are connected to both Host PC and NP-2002 → Verify IP settings for both Host PC and NP-2002. (Refer to Network setting of the user's guide)

Q Connection stops after the message shown in the following figure appears.

A MS Windows regularly checks for important updates and install them for you. If automatic update in the “Security Center” of “Control Panel” is selected, update will be automatically downloaded at selected day and time without asking user. This could happen since security update files are related with NetPoint, and therefore, automatic update should not be selected by clicking “Notify me but don't automatically download or install them” instead. NetPoint updates for new version within 3 to 7 days so that users do not have any problem in using NP-2002.

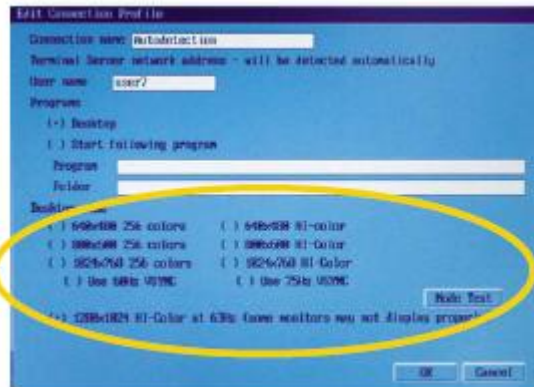
Q Status of serial number appears as “Expired” and NP-2002 can not be connected.

A This happens when user changed Host PC's system date to the date earlier than the date NetPoint is installed. Change Host PC's system date to the current date.

Q I have changed screen resolution setting in Windows, however, resolution changes after log off and on again.

A NP-2002 itself has ability to set screen resolution. In the initial screen of NP-2002, select

“Setup” → “TS Options” → “Edit” and screen same as the figure shown above appears.(resolution in the figure may vary depending on the product) Resolution selected in this way becomes the basis when logging on Windows and even if user sets different resolution in Windows, resolution set in NP-2002 will override when Windows is logoff and on again. Therefore, resolution user wants should be set in NP-2002. Click “Save” after selecting desired resolution.



Q Can I have the user's name appear when logging on NP-2002?

A Yes,you can. In the initial screen of NP-2002, select “setup” → “TS Options” → “Edit” and screen same as the figure appears. Name same as the one entered in the “User name” will appear on Windows logon screen. Only English is supported and password can not be set on the Windows logon screen.

