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Smart Manager 2.0

User's guide



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Smart Manager 2.0 User's guide

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2 Installation Installation Uninstall
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1 Overview



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This chapter gives an overview of the product.



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Introduction

Your Smart Manager 2.0 is the simplest, most powerful way to manage your Acer WT 300/WT 300E terminals. From the server console, the administrator can view, change the current terminal configuration of any user, and quickly upgrade to a new image on both remote and local Acer WT 300/WT 300E terminals.

Compatible with other network management tools, your Smart Manager 2.0 provides maximum flexibility in upgrading and configuring your Acer WT 300/WT 300E terminals.

Basic features

- Install on multiple-user Windows® 2000 Server operating systems
- **View** in detail any user's current configuration (image version, terminal settings, etc.)
- Remote upgrade terminal images quickly and easily
- Device parameters can be standardized or customized

Key benefits

- Saves valuable time and resources by executing enhancements and upgrades using many connectivity schemes quickly and efficiently from a single location
- Installs quickly and is easy to use
- Provides complete control and management of your Acer WT 300/ WT 300E terminals
- Compatible with other network management tools

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1 Overview

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System requirements

The following system requirements are needed for Smart Manager 2.0 to work properly:

- A network server running Windows® 2000 Server or later with Winsock ver 1.1 or later network interface library
- 4 MB free hard disk space on the server side
- 32 MB random-access memory (RAM)

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2 Installation



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This chapter describes how to install the Smart Manager 2.0.



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Installation

Consider the following when installing Smart Manager 2.0:

- The Windows® 2000 Server should be installed and running on the system before installing Smart Manager 2.0.
- Close any running applications.
- Run the utility installation program, i.e. Setup.exe. The setup screen appears.





 Image: Similar to Dook
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• The Setup program welcome screen appears.



• Click on **Next** and the User Information dialog box appears.





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 When the Choose Destination Location dialog box appears, check the specified location in the Destination Folder box. If you want to accept the default location, simply click on **Next**. If not, then click on **Browse** and enter the desired location where you want the setup program to copy the necessary files.

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• In the Select Program Folder dialog box, specify the desired program folder for the Smart Manager 2.0 software. Then click on **Next** to proceed with the installation.



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- 2 Installation
- After you click on **Next**, the installation program starts copying the files. When the installation is completed, the following message box appears:



Click Finish to complete the installation. After clicking Finish, you will be asked to restart your computer before you can use the program. Choose Yes to restart your computer; otherwise, choose No. Click Finish to exit the installation program.



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Uninstall

To uninstall Smart Manager 2.0 follow the steps below:

- Click on the Start menu, point to **Programs** and select **Smart Manager 2.0**.
- Click Uninstall Smart Manager.
- Click **Yes** to confirm the uninstall.

Confirm	File Deletion
?	Are you sure you want to completely remove 'Acer Smart Manager' and all of its components?
	<u>Y</u> es <u>N</u> o

- The uninstall shield appears on the screen.
- Click on **OK** after all components have been successfully removed.



• Reboot the system.









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3 Running the utility



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This chapter discusses how to run the Smart Manager 2.0 utility.



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Running the utility

Smart Manager 2.0 must first be installed in the system before it can be used. Every time you want to upgrade a new version image, you must first run the Smart Manager 2.0 utility.



Server site

To run the server site, follow the steps below:

- 1 Click on the Start menu, point to **Programs** and select **Smart Manager 2.0**.
- 2 Click Smart Manager to run the utility program.
- 3 To load the image, go to the **Image** menu and choose **Load image** from the pulldown menu.

SmartManage	r 2					
<u>File Image</u> ⊻ie	w T <u>o</u> ols <u>H</u>	elp				
🔶 - Load In	nage 🕼	2				
Connected to Sma	rtRemote Serv	ver: 0 Terminals				
erminal	User	#Sessi	on Status	Group	IP Address	Image Version
ormain Al_MHDP	00 Contains 2	Terminal Server	s Lup	Lin i i		
perver	# Users	# Sessions	# Processes	IP Address	Uomain	
AZ-WEB	0	0	0	192.168.168	AI_MHDP00	
PET-W2KAS	0	0	0	192.168.168.9	AI_MHDP00	

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3 Running the utility

4 The following dialog box will be displayed. Select or specify a terminal you want to use, the Disk on Chip (DOC) size, the image location and version. Click **OK**.

Speci	y the image for upgrading	Acel Mindows-pased Lei	minais.
Modal	DiskOnChip Size	Image Location	Version
▼ WT300	□ 8MB 16MB		
□ wt300	Г 8МВГ 16МВ 🛛		
□ WT330	E 8MBE 16MB		
	SMB 16MB		

5 A dialog box will appear requiring you to open the image file to be loaded. Open the file from its location which might be located on the hard drive or CD-ROM drive. Click and open **New Image** from the dialog box.

pen				?
Look in: 🤷 M	y Documents	-	(1	r 🗄
My Pictures				
_				
File <u>n</u> ame:				<u>O</u> pen

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6 When the new image is loaded, the system will first verify it. The process might take a few minutes.

		185						
Terminal User	erver: 1 Termina #Se:	s sion S	tatus	- 1	Group	IP Address	Image Version	nl
₩T3308M		A	ctive			192.168.168.	RC1212M	
	Remote Up	igrade f	Manager					
	Remote Up	igrade (A ifying ima	Manager agePlease	e wait		/indows-Based Terr age Location	ninals. Version	
Domain Al_MHDP00 Contai	Remote Up	ograde f i ifying ima 00 Iv	Manager agePlease	e wait 6MB	E:MA2-FT	/indows-Based Terr age Location P\SUPPORT\RC12	ninals. Version	
Domain Al_MHDP00 Contai Server # Usei	Remote Uj Verifs Ve 12 IM WT3	ograde / ///ing ima 00 ~	Manager agePlease 8MB 1 8MB 1	e wait 6MB 6MB	E:\IA2-FT	Vindows-Based Terr age Location P\SUPPORT\RC12	ninals.	
Domain AI_MHDP00 Contai Server # Use ISP IA2-WE 0 ISP FET -W2KAS 0	Remote U Verify	ograde † / ilying ima 00 I¥ 00 I 30 I	Manager agePlease BMBI 1 8MBI 1 8MBI 1 8MBI 1	• wait 6MB 6MB 6MB	E:\\A2-FT	/indows-Based Terr age Location P\SUPPORT\RC12	ninals. Version	

7 Any time the terminal connects to the server, the new image will be loaded automatically onto the terminal's Disk On Chip (DOC) Flash ROM.

Terminal site (Windows-based terminal site)

To run the terminal site follow the steps below:

1 Press F2 in the Terminal Connection Manager to run the Terminal Properties Setting Program. Please refer to your Acer WT 300/WT 300E user's guide for more information. smart-0.book Page 18 Thursday, February 8, 2001 9:43 AM

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3 Running the utility

2 Click on the **Misc** tab and check the **Enable Remote Upgrade Function** checkbox.

Terminal Properties
General Keyboard Mouse Display Network Printers Misc
_Identification Computer Name: WBT Group:
Enable Remote Upgrade Function
Sound Volume High Low High I CA Client Settings ICA Client Settings Change Bassword
Administration
OK Cancel Apply



.

Note: For more information on changing the settings of the terminal, refer to the Acer WT 300/WT 300E user's guide.

- 3 Specify the network address of the server.
- 4 Click **OK** to apply.
- 5 Reboot the terminal.

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Features

Your Smart Manager 2.0 utility is very flexible with a variety of features that make it easier for the network administrator to upgrade the image running on the server.

Menu options

1 File

This is where you quit the Smart Manager 2.0 utility program.

2020.2	1.2.2	1				1
erminal	User	#Sessio	on Status	Liroup	IP Address	Image Version
WT300-8			Not Active	WT300	192.168.168	RC1212
WT330-16		с н	Not Active	W1330	192.168.168	RU1219ME
W 1 3 3 UBM	administrato	r 1	Active		132.166.166	HU1212M
		T				
Domain MHDP_W	BT Contains 1	Terminal Server	s I # Processes	ID Address	Domin	
Domain MHDP_W	BT Contains 1 # Users	Terminal Server # Sessions	s # Processes	IP Address	Domain	
Domain MHDP_W Server ⊇ ₩BTSER01	BT Contains 1 #Users	Terminal Server	s # Processes 7	IP Address 192.168.168.252	Domain MHDP WBT	

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3 Running the utility

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2 Image

The image menu allows you to load and unload images to and from the terminal.

Connected to Smi	artRemote Server: 1	Terminals				
Terminal	User	#Session	Status	Group	IP Address	Image Version
₩T330-16	administrator	1	Not Active Active	WT330	192.168.168	RC1219ME RC1212M
Domain MHDP_W	'BT Contains 1 Tem	ninal Servers	Processes	IP Address	Domain	1

3 View

The view menu command gives you the option to display or hide certain components of your Smart Manager 2.0 user interface, like the toolbar, status bar, large icon, small icon, list, details, sort by and refresh options.

Eile Image V	iew T <u>o</u> ols <u>H</u> elp	4				
+ + 🖻 🗸	Toolbar	þ				
Connected to !	Status Bar	Terminals				
Terminal	Large Icon	#Sessio	n Status	Group	IP Address	Image Version
🛿 WT 300-8	S <u>m</u> all Icon	100	Not Active	WT300	192.168.168	RC1212
🛿 WT 330-16	List		Not Active	WT330	192.168.168	RC1219ME
🖄 WT 3308M 📍	<u>D</u> etails	1	Active		192.168.168	RC1212M
	Sort By	•				
	<u>R</u> efresh F5					
	Refresh F5	prminal Server	8			
Domain MHDP_V Server	Refresh F5	erminal Server # Sessions	3 # Processes	IP Address	Domain	1

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4 Terminal

The terminal menu allows you to save and download terminal settings and configure the terminal's settings.



5 Connection

The connection menu allows you to create a new connection, delete or edit a connection, set a startup connection, or download and save connection settings.



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3 Running the utility

To add a new connection, click New Connection from the pulldown menu. In the Add New Connection dialog box, choose the type of connection (Microsoft Remote Desktop Client, Citrix ICA Client or Ericom PowerTerm WBT Emulator) that you want to create.

Select the Type of	Connection to Create:	
Microsoft Remote	Desktop Client	-
	or	Cancel

To set a startup connection, click Set Startup Connection from the pulldown menu. In the Connection Startup dialog box, choose between making your connection a default connection or automatically starting the connection at startup.

Startup Options Make the selected connection user's Default connection Automatically start the selected connection at startup	tup Options Make the selected connection user's <u>D</u> efault connection <u>A</u> utomatically start the selected connection at startup	Choose one of the follo selected:	wing startup options for the connection you have
 Make the selected connection user's <u>D</u>efault connection Automatically start the selected connection at startup 	Make the selected connection user's Default connection Automatically start the selected connection at startup	Startup Options	
Automatically start the selected connection at startup	Automatically start the selected connection at startup	Make the select.	ed connection user's Default connection
		* Make the select	co connection ascr a Derdak connection

6 Tools

This menu lets you view the address book and events of the terminal.

💫 SmartManager 2						
Eile Image ⊻ie ← → 😂 (Connected to Sma	w T <u>o</u> ols <u>H</u> elp <u>5</u> <u>A</u> ddress Bou Event <u>V</u> iew atB	ok er				
Terminal	User	#Session	Status	Group	IP Address	Image Version
109 WT300-8 109 WT330-16 109 WT3308M	administrator	1	Not Active Not Active Active	WT300 WT330	192.168.168 192.168.168 192.168.168	RC1212 RC1219ME RC1212M
Domain MHDP_W	'BT Contains 1 Terr	ninal Servers				
Server	#Users #	Sessions 1	# Processes	IP Address	Domain	1
BTSER01	1 1	1	7	192.168.168.252	MHDP_WBT	

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7 Help

This is where you get information about your Smart Manager 2.0, like its version number.

Letronal	User	#Session	Status	Group	IP Address	Image Version
12 WT300-8 12 WT330-16 19 WT3308M	administrator	1	Not Active Not Active Active	WT300 WT330	192.168.168 192.168.168 192.168.168	RC1212 RC1219ME RC1212M
	/DT Castains 1 Tay	ainal Canasa				
Domain MHDP_W	/BT Contains 1 Terr # Users #	ninal Servers Sessions ‡	Processes	IP Address	Domain	1

Below is a screenshot of the "About Acer Smart Manager".







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3 Running the utility

Toolbar

The Toolbar contains the following buttons:

- 1 Back button returns to the previous page you viewed
- 2 Forward button views a page you viewed before clicking the back button
- 3 Load button 🗳 lets you load an image
- 4 Refresh button 🕙 repeat the process of producing a display image
- 5 Download Property Settings to Terminals button 🗓 lets you load the file that you have set in the Terminal Property Settings to the terminal site.

Download Property Settings	to Terminals					
Select terminals to download Terminal Property Settings.						
Select <u>A</u> ll	Terminal Property Settings					
AcerWBTs	Input Page					
	Keyboard Locale: 0					
	Keyboard Repeat Delay: 0 ,Repeat Rate: 0					
	Display Page					
	Display Resolution: 0					
	Screen Saver Disabled					
	Network Page					
	Not Use DHCP Server					
	IP Address:					
	Subnet Mask: , Gateway:					
	Misc Page					
	✓ OK K Cancel 😂 Load from File					

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6 Download Connection Settings to Terminals button 🗐 - lets you load programs from a file to the terminal site.



7 Address book button 🗎 - displays the terminal name, IP address, version number and terminal UUID.

🖺 Address Book			
<u> </u>			•
Properties Delete	Select All Refresh		
Search Terminal:	▼	P Address:	•
Terminal	IP Address	Image Version	Terminal UUID
test	10.34.79.166	SMBeta2-4	0C84B734-EB4E-11D1-91AA-0000E22



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To view the terminal information, click the terminal name and

Properties Del	Terminal :	Informatior	1	
Search Termina	General			
Terminal				
est		Туре:	Acer WT300 Windows-Based Terminal	0E22
	6	Name:	test	
		IP Address:	10.34.79.166	
		Resolution:	800×600 @ 60Hz	
		UUID:	0C84B734-EB4E-11D1-91AA-0000E2223BA4	
		Image Ver:	A3D30725	
		Last User.	ws-Based Terminal	
		Last Active:	SB, 21	
		ок	1 Previous Next 7 X Close	-

8 Event viewer button 🗳 - displays the series of events in the server.

Terminal	Event Viewer				
Open S	🖺 🔏 Save As - Clea	r Delete Refresh	Details		
Search Dat	te: 2000/8/9	▼ Terminal:	▼ (Jser:	•
Date	Time	Source	Terminal	Event	User
8/1/2000	9:36:28 AM	Logon Manager	n/a	0	1
8/1/2000	11:34:13 AM	Logon Manager	n/a	1	administrator
8/1/2000	11:59:14 AM	Logon Manager	test	2	11
8/1/2000	4:50:43 PM	Logon Manager	n/a	0	administrator
2000/8/3	*W*È 09:35	Logon Manager	n/a	0	administrator
2000/8/3	*U*È 02:50:	Logon Manager	n/a	0	11
2000/8/4	*U*È 05:02:	Logon Manager	n/a	0	administrator
2000/8/4	*U*È 05:05:	Logon Manager	n/a	1	administrator
8/7/2000	2:34:51 PM	Logon Manager	n/a	0	administrator
2000/8/7	*U*È 03:08:	Logon Manager	test	0	11
0 2000/8/7	*U*È 05:17:	Logon Manager	n/a	1	administrator
3 2000/8/8	*U*È 04:59:	Logon Manager	n/a	0	administrator

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To view the programs or events executed by the terminal, click

the date $% \left({{\rm{and}}} \right)$ and then click on the details button ${}^{\fbox}$ located on the toolbar.



9 Help button 😰 - displays the copyright, version number and release date of the Smart Manager 2.0 utility.



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3 Running the utility

Terminal settings

Smart Manager 2.0 conveniently allows administrators to view or configure the terminal's settings from the server site.

The terminal settings include general information, terminal settings manager, connection manager, session/process manager and communication manager.

To enter terminal settings, double-click on the terminal name (i.e., WT3308M) that you want to view from the terminal area display.

	9 LI 'U 9 LI 'U					
Terminal	User	U Terminals #Session	Status	Group	IP Address	Image Version
US W 13308M	administrator	1	Active		192,168,160	5 RUIZIZM
Domain Al_MHDF Server	100 Contains 2 Tei # Users :	minal Servers	# Processes	IP Address	Domain	
Domain Al_MHDF Server ☞ IA2-WEB	000 Contains 2 Tei # Users 4	minal Servers # Sessions D	# Processes 0	IP Address 192 168 168	Domain AL_MHDP00	

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1 General information

Lets you view the general information of the terminal currently being monitored.



2 Terminal settings manager 🖳

The terminal settings manager includes the following tabs:

a General

The general tab displays information about the manufacturer and the terminal.



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3 Running the utility

b Keyboard

The keyboard tab is where you set the language of the keyboard from the locale pulldown box. You can also set the character key delay and repeat rates.



c Mouse

The mouse tab is where you set the mouse button configuration and set the speed and acceleration of the mouse.



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d Display

The display tab is where you set the video display resolution and enable the screensaver.



Note: Make sure that the resolution you select is supported by your monitor; otherwise, your monitor will only display a blank screen.

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e Network

The network tab is where you specify other network settings. You can choose to **Obtain an IP Address from a DHCP Server** or **Specify an IP Address**. The following screen shows the information that needs to be supplied by the user.

🔍 SmartManager 2	the second s	
Eile Image View Ierr	ninal Connection Tools Help	
	1 📅 🕾 🕾 🗐 🗯 🗐 🛱 🖾 🖾	
Terminal 🕨 🔂 📭 🗐	🛅 🔀 Terminal Settings Manager	
E UA Aser WET E UE WT 300 E	General Kayboard Mouse Display Network Printers Micc	
	Apply Save to File	

f Printers

The printers tab is where you set the port of the printer.



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g Misc

The misc tab enables you to identify your computer, support the automatic remote upgrade function, control the sound volume and set the organization name under administration. The Security feature is only available for terminals equipped with a Smart Card. When **Lock Connection Setting from** is enabled, the terminal's connection entry can not be configured or changed.



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3 Running the utility

3 Connection manager 🖳

The connection manager displays the list of terminals connected to the server.



When you double-click the connection name, it lets you edit the type of connection setting in the net connection tab. If you want to automatically log on to the server, you must click **Automatic Logon** and then set the username and domain.

Connection	
<u>N</u> ame:	test1
<u>S</u> erver:	192.0.1.100
<u>U</u> semame:	administrator
	local read

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The application tab is where you can specify an application, like a Windows Desktop or other specified file or application, to run once you log on to the server.



4 Session/Process Manager 🛅

The session/process manager lets you view the active sessions and processes currently running in the terminal. In the users tab, you can view the current running sessions of the user or terminal.



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3 Running the utility

The processes tab lets you view what programs are being used or executed by the terminal.

🕈 🔶 😂 🙂 🛱 erminal 🖡 🔂 🛺 😨	1 💼 😤 😤	Process M	anager	101 (Q) -			
Acer WBT	Current 1 Session	ns Active,	and 7 Pro	cesses Runnir	ng		
⊞- 1 <u>⊎</u> WT300	Users Proces	ses					
N WT3308M	Process	PID	State	Session	Server	User	
-	csrss.exe wishell.exe conime.exe explorer.exe iceber.exe internat.exe	1724 1712 1684 1928 1304 2028 1588		ICA-top#4 ICA-top#4 ICA-top#4 ICA-top#4 ICA-top#4 ICA-top#4 ICA-top#4	WBTSER01 WBTSER01 WBTSER01 WBTSER01 WBTSER01 WBTSER01 WBTSER01	administrator administrator administrator administrator administrator administrator administrator	
		End <u>S</u> ess	ion	End Pro	cess		_

Communication Manager 먧 5

> The communication manager lets you send a message, converse or broadcast a message to all connected terminals. To send a message, type your message in the textbox and then click **Send**.





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 Image Yew Lemmal Connection Tools Hep

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 I = Image Yew Lemmal Connection Manage

 I = Image Yew Lemmal Connection Manage

 I = Image Yew View View

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To converse with the terminal, type your message in the administrator textbox and then click **Request Conversation**.

To broadcast message to all the terminals, type the message in the under broadcast textbox and then click **Broadcast**.







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Changing status

The Smart Manager 2.0 can change the status of individual terminals connected to the server using **Upgrade Image**, **Disconnect** and **Reboot Computer**.

🔍 SmartManager 2	2						
	ew T <u>o</u> ols <u>H</u>	elp					
	5 🗆 🖻	2					
Connected to Sma	artRemote Serv	er: 1 Terminals					
Terminal	User	#Sessio	n Status	Group	IP Address	Image Version	1
US WT 330-8 US WT 330-16 US WT 330-76 US WT 330-76 Di Re	selectivistical est pograde Image sconnect Phoot Compute	~ 1 r	Not Active Not Active Active	WT300 WT330	192168168 192168168 192168168	RC1212 RC1219ME RC1212M	
Domain MHDP_W	/BT Contains 1	Terminal Server:	s				
Server	# Users	# Sessions	# Processes	IP Address	Domain		
WBTSER01	1	1	7	192.168.168	MHDP_WBT		
					Ţ		

Upgrade Image

Upgrade image is used when the server has already downloaded a new image version and the terminals that are connected have not been upgraded yet. You can manually upgrade the terminals using this option.

Disconnect

This option allows you to disconnect a terminal from the server.

Reboot Computer

You can reboot any terminal connected through the server by using the Reboot computer option.