

IBM NetVista Thin Client Manager Version 2 Release 1

(also known as Network Station Manager V2R1)

Service Update 13

Last Update: Wednesday, 22 August 2001

TABLE OF CONTENTS

- [1.0 RELEASE NOTES](#)
 - [2.0 GENERAL NOTES](#)
 - [3.0 PREREQUISITES](#)
 - [4.0 INSTALLATION](#)
 - [5.0 KNOWN PROBLEMS AND POSSIBLE SOLUTIONS](#)
 - [6.0 SPECIAL TERMS AND CONDITIONS](#)
 - [7.0 TRADEMARKS](#)
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1.0 RELEASE NOTES

1.1 This README file is available in English only. The following IBM Network Station Manager V2R1 (IBM NSM V2R1) online publications contain the latest information that supports this Service Update.

- Installing IBM Network Station Manager V2R1 on Windows 2000 (SA23-2811)
- Installing IBM Network Station Manager V2R1 on Windows NT (SC41-0688)
- Using IBM Network Station Manager V2R1 (SC41-0690)
- IBM Network Station Advanced Information

You can find the latest version of these publications at:

<http://publib.boulder.ibm.com/netcom/html/pub.htm>

For the latest README information, view the Internet version of this README at:

<http://www3.software.ibm.com/regsvs/nc/webinstall/readme.htm>

You should print this README file so that you can refer to it as you carry out any procedures described in this file.

1.2 You can use this Service Update to perform any of the following tasks:

A. Update an existing IBM NSM V2R1 installation.

B. Install IBM NSM V2R1 for the first-time. You can run this Service Update to get a complete, full-release installation of IBM NSM V2R1 on your server.

1.3 Service Update 8 starts support for installing and running IBM NSM V2R1 on Windows 2000 servers.

IBM supports the following server configurations:

- Stand-alone server
- Domain member (member server of a domain)
- Domain controller

IBM recommends the installation and configuration of a thin client environment on a stand-alone server or a domain member server.

1.4 Starting with Service Update 12, Lotus Domino Go Webserver (LDGW) becomes an unsupported product. New installations of Service Update 12 or greater will be required to use Microsoft IIS.

If you are upgrading from a previous V2R1 Service Update level and are using LDGW, the installation will allow you to perform the upgrade and continue to use LDGW on an "as-is" basis. If you want to convert to Microsoft IIS, uninstall LDGW and install Microsoft IIS before applying this Service Update.

1.5 The Windows 2000 environment does not support Lotus Domino Go Webserver and IBM DHCP. If you currently use any of this software, you must convert or upgrade to the prerequisite software.

Refer to the "Installing IBM Network Station Manager V2R1 on Windows 2000" online publication for more information.

1.6 If you have thin clients that you need to support with IBM Network Station Manager V1R3 (IBM NSM V1R3), you must maintain V1R3 on a Windows NT 4.0 server. The Windows 2000 environment cannot support V1R3.

You can download the latest V1R3 Service Update from the following URL:

<http://www3.software.ibm.com/regsvs/nc/>

1.7 Starting with Service Update 12, Netscape 4.73 is included with the V2R1 Thin Client installation.

1.8 Starting with Service Update 8, NSM includes a significant reduction of network traffic when flash booting over a WAN. Because of this change, after installing PTF-8, all flash images should be recreated (using the NSM Web Application) and all flash cards should be updated with the new image.

Following these steps to update your flash images and flash cards:

1. Install the PTF-8 Package.
2. Update all flash images via the Flash Manager in the NSM Web Application.
3. Restart each flash-based system so the flash cards are re-flashed/updated.

If you cannot rebuild flash images immediately after installing PTF-8, then follow these steps to keep the pre-PTF-8 flash cards in use until all flash cards can be updated:

1. Install the PTF-8 Package.
2. Copy [drive:]\NetworkStationV2\userbase\profiles\shipped.nsm.prePTF8 to [drive:]\NetworkStationV2\userbase\profiles\shipped.nsm.

You may now continue to use your pre-PTF-8 flash images and flash cards. You may also update your flash images and flash cards at your convenience by following these steps:

1. Update all flash images via the Flash Manager in the NSM Web Application.
2. Restart each flash-based system so the flash cards are re-flashed/updated.
3. After all flash cards have been updated, copy [drive:]\NetworkStationV2\servbase\defaults\shipped.nsm to [drive:]\NetworkStationV2\userbase\profiles\shipped.nsm so the smaller shipped.nsm file will be used for all future boots.

- 1.9** IBM NSM V2R1 Service Update 7 started supporting Series 300 thin clients. The following web site provides support information for this model:

<http://www.ibm.com/nc>

Select a country and follow the links for Support -> Hot_news -> TCM V2R1 - Program temporary fix (PTF) information.

- 1.10** If you have new Series 1000 thin clients that you plan to run and manage by using IBM NSM V2R1 instead of IBM NSM V1R3, you must update the configuration and the boot code of these thin clients for V2R1.

To update the configuration of your Series 1000 thin clients for V2R1, refer to the following publications:

if you use DHCP:

Refer to the configuration section of these publications.

"Installing IBM Network Station Manager V2R1 on Windows NT"

"Installing IBM Network Station Manager V2R1 on Windows 2000"

if you use NVRAM:

Refer to Chapter 3 of the "Using IBM Network Station Manager V2R1" publication.

To update the boot code of your Series 1000 thin clients for V2R1, refer to the "Automatically updating the boot code" section in Chapter 2 of the "Using IBM Network Station Manager V2R1" publication.

You can find the latest version of these publications at:

<http://publib.boulder.ibm.com/netcom/html/pub.htm>

1.11 Before you configure IBM NSM V2R1, you should determine if your Series 2800 thin clients need a new boot monitor.

Follow these steps to obtain Series 2800 support for V2R1:

- A. Open your browser, and go to <http://www.ibm.com/nc>.
- B. Select your country from the pulldown menu and click 'Go'.
- C. Select 'Support'.
- D. Search for "Running V2R1 on Series 2800". (use quotes)

For quick access to recent V2R1 information, click on '**Hot News**'.

1.12 Some Series 2800 thin clients were originally set up with a BIOS for Work Space On Demand 2.0. Ensure that you make the necessary changes for V2R1.

Follow these steps to obtain Series 2800 support for V2R1:

- A. Open your browser, and go to <http://www.ibm.com/nc>
- B. Select your country from the pulldown menu and click 'Go'.
- C. Select 'Support'.
- D. Search for "Running V2R1 on Series 2800". (use quotes)

For quick access to recent V2R1 information, click on '**Hot News**'.

[2.0 GENERAL NOTES](#)

2.1 If you choose to install the ICA Client, ensure that you read the additional README file at:

[drive:]\{float}\NetworkStationV2\prodbase\ppc\usr\lib\ICAClient\Readme

or

[drive:]\{float}\NetworkStationV2\prodbase\x86\usr\lib\ICAClient\Readme

2.2 The IBM NSM V2R1 CD contains several third-party products in addition to IBM NSM V2R1. You can install any of the third-party software in any language that either the third-party software or your Windows PC server supports, by directly installing it from the CD.

2.3 For non-US users and specifically Swedish Users:

The Swedish version of Microsoft Windows NT Server creates the default administrative account as 'Administrator' with an **umlaut** over the 'o' character. IBM NSM V2R1 does not operate with any national language characters (for example, umlauts) in any NSM user ID's. Before installing IBM NSM V2R1 with the Swedish Windows NT version, you must create another Windows NT user ID without any national language characters. This user ID must have the same administrative authority as the original Administrator ID.

2.4 If you are using Microsoft Internet Information Server (IIS) as the web server for IBM NSM V2R1, and you want to log in to IBM NSM V2R1 using a domain user ID, IIS requires you to qualify your ID with the domain name.

For example:

User name: domainname\userid

2.5 For more information on configuration, solutions, and support for all IBM thin client platforms, access the IBM thin client support web site at:

<http://www.ibm.com/nc>

Select your country, then follow the '**Support**' link.

3.0 PREREQUISITES

3.1 Installing IBM NSM V2R1 on Windows NT servers

A. The appropriate service pack for your Windows NT server:

If your server runs Windows NT Server 4.0, you need one of the following service packs for Windows NT Server 4.0:

- Service Pack 3

- Service Pack 4
- Service Pack 5
- Service Pack 6

If your server runs Windows NT Server 4.0, Terminal Server Edition, you do not need to install Service Pack 4 for Windows NT Server 4.0 TSE, or Service Pack 5 for Windows NT Server 4.0 TSE.

B. Microsoft Internet Information Server 4.0 (IIS 4.0)

Microsoft does not support IIS 4.0 on the Windows NT Server 4.0 Terminal Server Edition (TSE) platform. If you are running IIS 4.0 on Windows NT Server 4.0, Terminal Server Edition and are not experiencing any problems, you may continue to use IIS 4.0 without Microsoft support. IBM has tested IBM NSM V2R1 with IIS 4.0 on Microsoft Windows NT 4.0 Terminal Server Edition, and did not experience any problems. However, since Microsoft does not support IIS 4.0 on Microsoft Windows NT Server 4.0 Terminal Server Edition, IBM cannot either.

IBM NSM V1R3 users should read the sections on coexistence and migration in the "Installing IBM Network Station Manager V2R1 on Windows NT V2R1" (SC41-0688) publication.

If you install the TSE Option Pack on your Windows NT Server 4.0, Terminal Server Edition server, choose the minimal installation. The TSE Option Pack installs Internet Information Server 4.0 (IIS). If you selected IIS when you installed Windows NT Server 4.0, Terminal Server Edition, the IIS level may be at 3.0. Install the Option Pack to update IIS to 4.0.

For more information on Microsoft's support of IIS 4.0 on Microsoft Windows NT Server 4.0 Terminal Server Edition, see article Q190157 at:

<http://support.microsoft.com>

Note: Starting with Service Update 12, Lotus Domino Go Webserver (LDGW) becomes an unsupported product.

New installations of Service Update 12 or greater will be required to use Microsoft IIS.

If you are upgrading from a previous V2R1 Service Update level and are using LDGW, the installation will allow you to perform the upgrade and continue to use LDGW on an "as-is" basis. If you want to convert to Microsoft IIS, uninstall LDGW and install Microsoft IIS before applying this Service Update.

C. Any of the following web browsers:

1. Netscape Navigator 4.04 (included in the IBM Network Station Manager CD) through Netscape Navigator 4.72.

(see, <http://www.netscape.com/>)

2. Microsoft Internet Explorer 4.01 through 5.01.

(see, <http://www.microsoft.com/>)

D. Dynamic Host Control Protocol (DHCP)

DHCP is not required if you plan to only use NVRAM to manage the network IP information for your thin clients.

Any of the following services:

- IBM DHCP (included as an option during IBM NSM V2R1 install)
- Microsoft DHCP

E. IBM NSM V1R3 users must install V1R3 Service Update 8 or higher before installing IBM NSM V2R1.

3.2 Installing IBM NSM V2R1 on Windows 2000 servers

A. Any of the following Windows 2000 server operating systems:

- Windows 2000 Server
- Windows 2000 Advanced Server

B. Microsoft Internet Information Server 5.0 (IIS) or higher.

C. Any of the following web browsers:

- Netscape Communicator 4.5 or higher
- Microsoft Internet Explorer 5.0 or higher

D. Microsoft Dynamic Host Control Protocol (DHCP)

Microsoft DHCP is not required if you plan to only use NVRAM to manage the network IP information for your thin clients.

4.0 INSTALLATION

4.1 To install IBM NSM V2R1 manually from the CD, run the setup program from [drive:]\ntnsm\en\products\nsm\setup.exe, where [drive:] is your CD drive.

4.2 During the installation of this product, you may select the language for installation. This language selection affects only the installation process; it is not necessarily the language of the software once it is installed. The installed language of the IBM NSM V2R1 software is the language that the default Windows system locale is set to at the time of installation.

4.3 It is no longer necessary to use the command line to implement 'base code' and 'authentication server' installations. The IBM NSM V2R1 Setup GUI includes options for these installation types.

4.4 For users of Windows NT Server 4.0, Terminal Server Edition, or Windows 2000 Terminal Services:

A. Microsoft recommends that you do not install TSE as a Primary Domain Controller or Backup Domain Controller. See the README file on your TSE CD for further information.

IBM recommends running IBM NSM V2R1 on a stand-alone server or on a member server of a domain.

B. To install any software from this CD onto a Windows NT TSE system or a Windows 2000 Terminal Services system, follow these steps to change the server to "install mode" and make the registry information and icons accessible to all users:

1. From a command line prompt, type 'change user /install'.

2. Insert the IBM NSM V2R1 CD and start the installation.

3. After setup is complete, type 'change user /execute' from a command prompt.

4.5 If you install IBM NSM V2R1 on a directory location other than the default, verify that the new path or directory does not contain any spaces.

4.6 The 'View IBM Network Station Manager V2 Publication (PDF)' link displays a list of available publications on the CD which requires Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, you can install it by clicking the 'Install Adobe PDF Viewer' link. Follow the installation wizard prompts.

4.7 If you see the following error during a V2R1 installation on Windows NT, "Uninstall the IBM NDIS Intermediate Driver manually and restart your machine."

follow these steps to uninstall the IBM NDIS Intermediate Driver:

A. Close all programs that are currently running.

B. From the Windows NT desktop, right-click on Network Neighborhood, and select Properties.

C. Click the Protocols tab, and select "IBM Intermediate Driver".

D. Click Remove, and then click Close.

E. Select Yes to restart your computer.

F. After your server restarts, run the IBM NSM V2 Setup program.

5.0 KNOWN PROBLEMS AND POSSIBLE SOLUTIONS

5.1 If you start Netscape from the Advanced Diagnostics prompt on your thin client, you must use the "run_netscape" command. You may lose your bookmarks if you start Netscape directly using the "netscape" command.

5.2 While applying this Service Update, a message box may appear with the title 'Read Only File Detected'. Check the box next to the line 'Don't display this message again.' and click 'OK' to continue the installation.

5.3 If you did not select IBM DHCP during a V2R1 installation on Windows NT, you cannot automatically install it later by reinstalling IBM NSM V2R1. To install IBM DHCP manually on Windows NT, refer to the latest version of the "Installing IBM Network Station Manager V2R1 on Windows NT" publication.

5.4 If your thin client freezes and your Windows NT Server displays a blue screen when you print from your thin client during a MetaFrame ICA session, you need to apply hotfix ME100033 to your MetaFrame software.

The ME100033 hotfix resolves the problem where an automatically created client network printer causes the print spooler to crash.

To get the ME100033 hotfix, go to <http://www.citrix.com/support/> and select 'ftp, hotfixes, service packs' then 'MetaFrame 1.0 Files'. Download the ME100033 hotfix and install it using the instructions in the ME100033 hotfix readme.txt file.

5.5 When you start a Citrix MetaFrame session on a thin client, the colors for your thin client menu bar may change. When you minimize or close the MetaFrame session, the thin client menu bar colors return to normal. You can also increase the number of colors in the thin client display settings to fix this.

5.6 If you use Microsoft Internet Explorer 5.0 to run IBM Network Station Manager, you should install the Microsoft Q235239 backspace fix. The Microsoft Q235239 backspace fix allows the backspace key to work properly when you are working with JavaScript input form fields. Without this fix, users may experience problems while using the backspace key to delete characters from input fields in IBM NSM V2R1.

Download the Q235239 backspace fix from Microsoft's web site. Refer to Microsoft's instructions for installing the Q235239 backspace fix.

5.7 If you are using Windows NT Server 4.0, Terminal Server Edition and you have a multiple-processor server in a token-ring network, you should install the post Service Pack 3 Q156655 NDIS fix from Microsoft to improve your overall computing performance. Download the Q156655 NDIS fix from Microsoft's web site. The NDIS fix may also improve performance on multiple-processor servers in other environments.

Windows NT Server 4.0 Terminal Server Edition Service Pack 4 includes the Q156655 NDIS fix. You do not have to install the fix if you installed TSE Service Pack 4.

5.8 IBM Turbo 16/4 Token-ring ISA adapters require the latest IBM device driver. If you use an earlier device driver, you may experience problems.

You can find the latest driver at:

<http://www.networking.ibm.com/support/>

5.9 The NDIS Intermediate Driver, also known as the IBM DHCP Driver, is incompatible with certain network adapter cards:

A. Driver AMDPCN.SYS, which controls the onboard Ethernet card in the IBM PC 325, may be incompatible with the NDIS Intermediate Driver. Contact AMD for an updated driver.

B. Driver IBMENIIN.SYS, which controls the Ethernet /A adapter for MCA, may be incompatible with the NDIS Intermediate Driver. A newer driver for this network interface card is not available.

5.10 Before you install IBM NSM V2R1 on an Integrated xSeries Server (formerly known as an Integrated Netfinity Server for AS/400), you must apply V4R2 PTF SF49473 or V4R3 SF51098 to your AS/400 server.

At this time, the Integrated xSeries Server does not support IBM DHCP.

A. When you install IBM NSM V2R1 on an Integrated xSeries Server, a dialog box titled 'Additional Options' appears.

B. The window displays a check box labeled 'IBM DHCP/DDNS; no DHCP server found on this machine.' Do NOT check this box.

5.11 If you run the migration utility from a command line and specify an invalid parameter, a message box appears that incorrectly states what the valid parameters are. The migration section of the "Installing IBM Network Station Manager for Windows NT V2R1" publication lists and explains the correct parameters for the migration utility.

5.12 If you use Microsoft DHCP and you start up multiple Ethernet Series 2800 thin clients, some of the thin clients might have problems booting. To fix this problem, see Knowledge Base article Q161429 at:

<http://support.microsoft.com>

5.13 If you have thin clients (Series 2200 or 2800) using DDC monitors which do not support a screen resolution of 1024x768 and a refresh rate of 75Hz, see the support page on the following web site for setup instructions.

A. Go to <http://www.ibm.com/nc>

B. Select your country.

C. Click 'Support'.

D. Under 'Family' select 'Thin Client Hardware'.

E. Click 'Hints and tips'.

F. Click 'Network Station - DDC monitor resolution considerations for model 8363 and 8364'.

5.14 If you are migrating V1R3 user preferences to V2R1, certain user files may not migrate to V2R1. These files are user-owned files that are not part of IBM NSM. These user-owned files are stored in the V1R3 user home directories in

[drive:]\{float}\nstation\userbase\home. Such files include user-downloaded internet files or user-saved eSuite files. As the Administrator, you must decide whether or not you want to move any of these user files to the V2R1 user home directories located in [drive:]\{float}\NetworkStationV2\userbase\home.

5.15 To run the Flash Manager Utility from IBM NSM V2R1, ensure that Java support is enabled on your browser.

5.16 IBM NSM V2R1 Service Update 6 started supporting a new SNMP community name encoding.

If you use SNMP to access your thin clients, or if you defined SNMP community names by using IBM NSM V2R1 releases earlier than Service Update 6, you must resave your configuration to use the new encoding.

Follow these steps to save your configuration. You must perform these steps for each preference level for which you defined an SNMP community name.

- A. Launch IBM NSM V2R1.
- B. Click Hardware -> Workstations.
- C. Click Save.

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