PRO|EDGE Management Utility Help
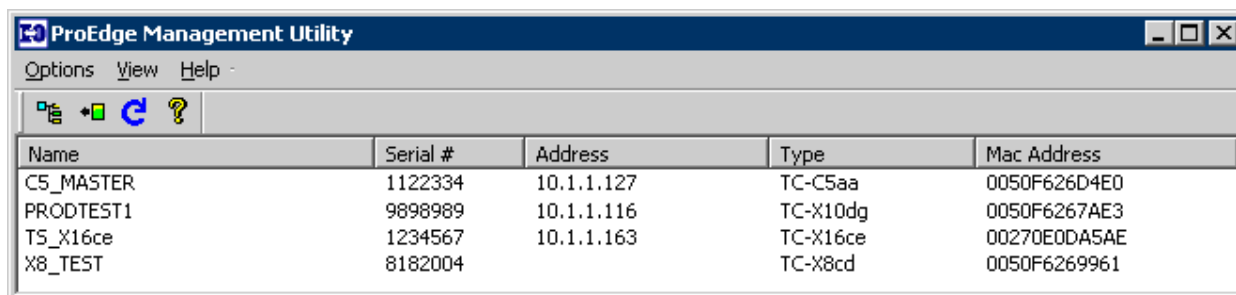
Version 4.64c – May 2011

List of Thin Clients

This is the first screen presented upon running the **PRO**|EDGE Management Utility. This screen displays the thin clients available for configuration. Initial configuration or modifications of specific thin clients are available from this screen.

In the List of Devices, for each thin client, the following information is presented:

Name	The device's name is used to easily identify each thin client on the displayed list.
Serial Number	The serial number of the device. It is also printed on the bottom or back label of the device. Use this serial number to identify the desired device from the displayed list.
Address	The thin client's TCP/IP address assigned to each thin client either via DHCP or through static assignment through the thin client's control panel. The TCP/IP address must be unique in the network.
Type	The thin client model is listed here.
MAC Address	The device's unique LAN address (MAC address). Use this address to identify the desired device from the displayed list.

Menus

Menus allow access to scanning options, device information, and access to the user's guides and help files.

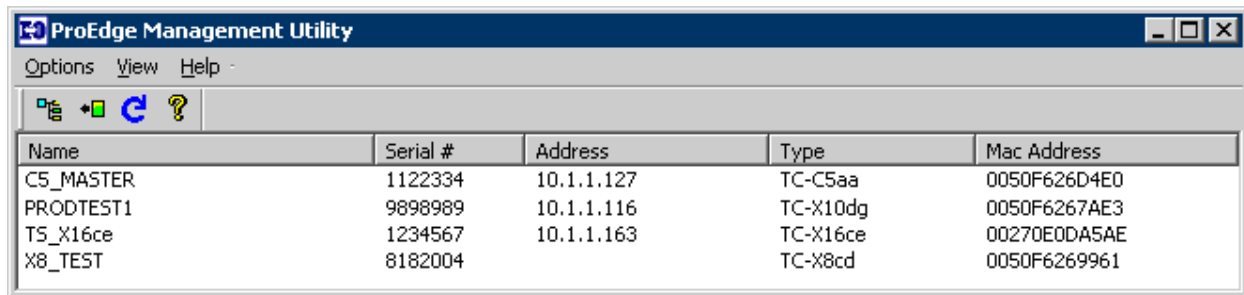| Options Menu	Provides options for resetting the device, restoring factory defaults, or capturing a thin clients configuration to push to other thin clients. The thin client to perform this operation on must be highlighted in the List of Devices.
View Menu	Provides alternate options for scanning the network to find devices.
Help Menu	Provides access to the **PRO**EDGE Management Utility Help file and user's guides if installed during the installation process.

Button Bar

There are buttons that speed the process of scanning or retrieving a specific thin client's information. The button bar may be turned off or on in the View Menu.

Name	Serial #	Address	Type	Mac Address
C5_MASTER	1122334	10.1.1.127	TC-C5aa	0050F626D4E0
PRODTEST1	9898989	10.1.1.116	TC-X10dg	0050F6267AE3
TS_X16ce	1234567	10.1.1.163	TC-X16ce	00270E0DA5AE
X8_TEST	8182004		TC-X8cd	0050F6269961

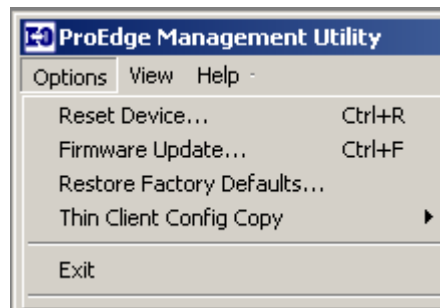Rescan the network and refreshes the list of thin clients.

Connects to the active screen of thin client highlighted in the list. Double clicking on the desired device in the list will also retrieve the thin client's active screen.

Resets the thin clients highlighted in the list of devices.

Options Menu Commands

The Options menu offers the following commands:

|	
[Reset Device](#)	Resets the selected thin client.
[Firmware Update](#)	Updates the firmware/image of the selected thin client. ***Please Note: this option is only available for the C5, X8, and X16 Models.*** In order to update the image for an L16 image, initiate a remote control session of the selected L16, send the alt-F7 keystoke to open a terminal window, and type "sudo upgrade" and follow the instructions. For specific instructions on re-imaging a Linux-based ProEdge Thin Client, see I-O's Online Support Knowledge Base at→ http://iocorp.com/support/knowledgebase/ Do a search for "sudo" or "L16" and select article 504.
[Restore Factory Defaults](#)	Restores the configuration for the selected thin client. Please note: this option is only available for certain **PRO**EDGE thin client models (Models L16 and C5).
[Thin Client Config Copy](#)	Copy and save the configuration of a thin client. The saved configuration may be sent to other thin clients.

Reset Device

Use this option to cause a reboot of the selected thin client.

Restore Factory Defaults

This command restores the factory default settings for thin client model L16 and C5 only. In order to restore an XPe based thin client to factory default, the administrator must download the factory default image from I-O Corporations FTP site and perform a firmware update.

Thin Client Firmware/Image Update

The firmware on selected thin client models (C5, X8, X16) can be updated through this dialog.
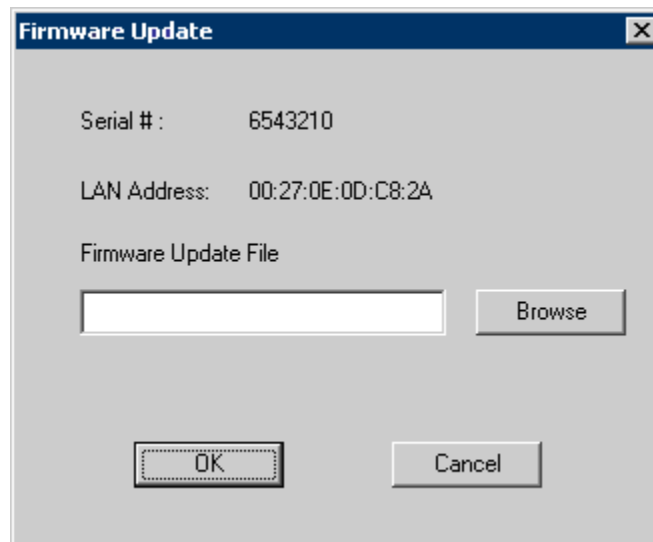
Firmware Update File	The file containing the new thin client image firmware to be downloaded to the thin client.
Browse	Browse to find a thin client image firmware file for the specific C5, X8, or X16 **PRO** EDGE thin client model.

After the thin client image firmware is updated, the new image firmware will not take effect until the thin client is re-booted. (i.e. RESET command from Configuration Utility or the device is power cycled).

Thin Client Config Copy

Through the **PRO**|EDGE Management Utility, it is possible to save a copy of a CE-based or Linux-based thin client's configuration file. This file can be used for the following purposes:

- Re-apply the configuration to the thin client of the same model after factory defaults have been restored – eliminates having to remember all the settings for a specific thin client.
- Copy a master configuration to newly installed thin clients – eliminates the time of visiting each thin client and setting it up.

Caution: Care should be taken in creating a master configuration file. It will contain all thin client configuration parameters. This could cause problems if static IP addresses are used in the LAN
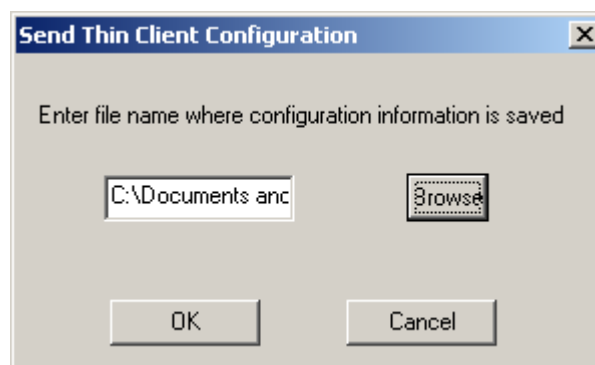
Send Configuration

1. On the List of Devices screen, highlight the desired thin client
2. On the Options menu, select the Thin Client Config Copy option, then select Retrieve Configuration.
3. Enter the name for the file, and click OK. You may need to browse to the desired directory to save the configuration files in. Configuration files will have a file extension of .cfg.
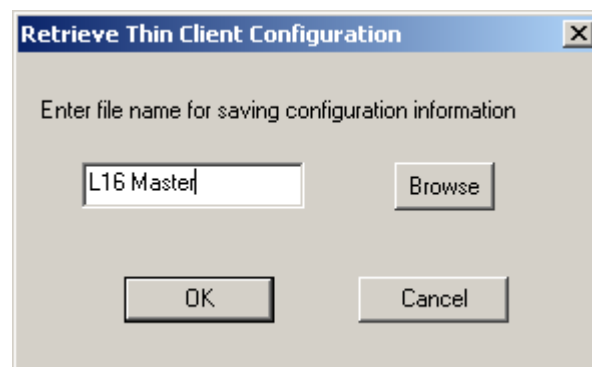
4. The configuration of the thin client will then be saved on the PC.

Restoring a Configuration

1. **Start** the Configuration Utility.
2. **Highlight** the desired thin client or multiple thin clients to which you want to send the configuration.
3. On the Options menu, select the **Thin Client Config Copy** option, then select **Send Configuration**.
4. Enter the name of the saved configuration file. You may need to use the Browse feature to find the configuration file. Click **OK.**

5. A message will appear alerting you that the configuration file is being sent to the thin client.
6. On the thin client, a brief message will appear alerting the user that the configuration file is being downloaded. After a few seconds, the thin client will restart. The new configuration will be applied.

View Menu Commands

The View menu offers the following commands
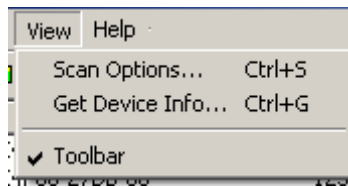
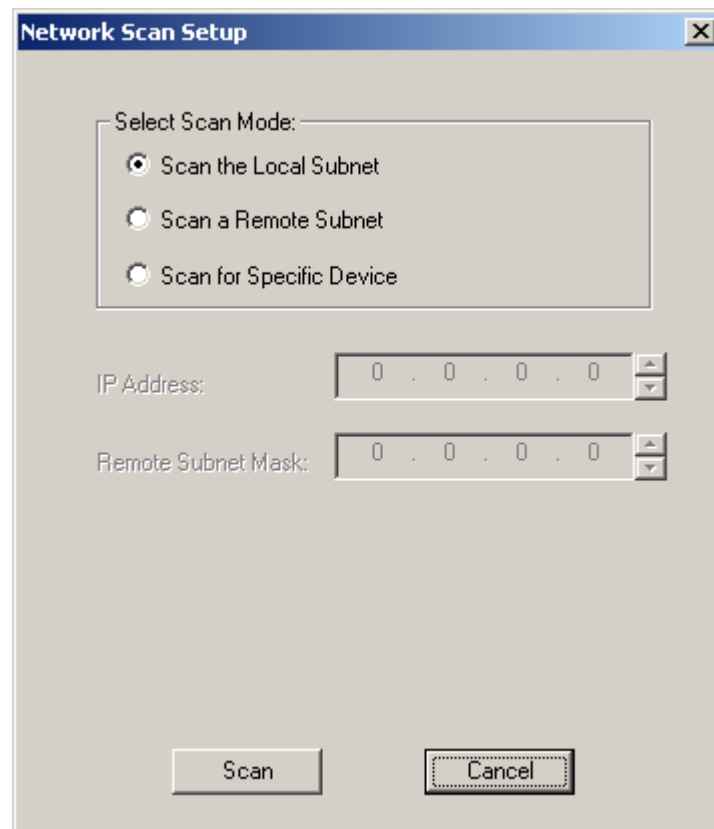|	
Scan Options	Allows the user to select a local subnet or remote subnet to scan for Thin Clients.
Get Device Info	Retrieves information from the selected thin client or initiates remote control of the thin client.
Tool Bar	Turns the button bar on or off.

Scan Options

This option allows you to change the scanning criteria for searching the network.

The **PRO|**EDGE Management Utility uses UDP to scan the network for thin clients. Routers, etc. must be configured to pass UDP broadcasts in order for the thin client(s) to appear on the List of Devices screen.

Scan the Local Subnet	To scan for all thin clients located on the local subnet check the radio button to the left of this option.
Scan a Remote Subnet	To scan a remote TCP/IP subnet for all IO thin clients, check the radio button to the left of this option. Then enter the address of any device in the remote TCP/IP subnet in the "IP Address" field below. Also enter the remote TCP/IP subnet mask in the "Remote Subnet Mask" field below.
Scan for Single Device	To scan for a specific thin client located on a remote TCP/IP subnet, check the radio button to the left of this option. Then enter the IP address of the thin client in the "IP Address" field below.
IP Address	Enter the IP address of the thin client in the remote subnet (Scan a Remote Subnet) in this field. The last ten entries are saved for your convenience.

Remote Subnet Mask   Enter the remote TCP/IP subnet mask in this field when scanning a remote network. The last ten entries are saved for your convenience. Simply click on the down arrow to select and retrieve the desired subnet mask.

Click the Scan button to execute a network scan based on these new settings. Click Cancel to exit.

Get Device Information

This command will retrieve the configuration information about the highlighted thin client or initiate a remote control session of the thin client.

Thin Client Control

The **PRO**|EDGE Management Utility uses a keyboard and screen shadowing process called VNC. This means that on the PC running the **PRO**|EDGE Management Utility, you will see the actual screens on the thin client. Because the PC controls the keyboard and mouse on the thin client, you can run the thin client remotely as if you were sitting right in front of the thin client. Note that there will be a slight delay as the screens are being repainted on the PC – it takes a few moments for the screens to be compressed and transmitted to the PC.

1. On the PC, start the **PRO**|EDGE Management Utility. The local subnet will be scanned and will display a listing of thin clients. For remote sub-nets, set the scan options on the View | Scan Options screen to display the devices.
2. Highlight the desired thin client and click the ▣ Retrieve Configuration button. Alternately, you may double click the desired entry.
3. The VNC screen will appear and after a few seconds, the current display screen on the thin client will be displayed. From this point the mouse and keyboard on the PC are controlling the thin client. As screens change on the thin client, they will be sent to the PC.
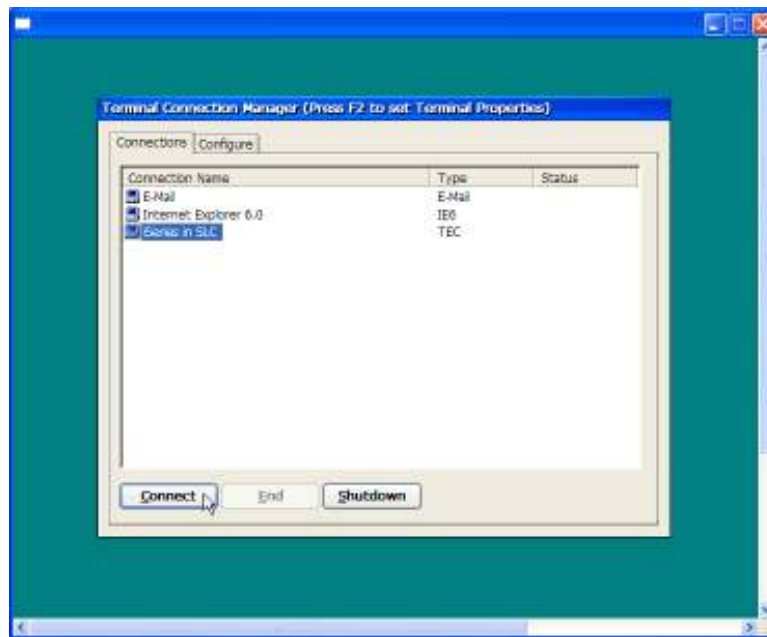

4. You may now perform any function on the thin client (including running connections, etc.)
5. To end the VNC session with the thin client, click the red X button on the title line (the upper right corner of the VNC screen).

Help Menu Options

The Help menu provides links to on-line documentation about the use of the **PRO**|EDGE Management Utility.

Note: Depending upon your particular product, not all of the user's guides shown on the example screens are included in this help guide may be included.
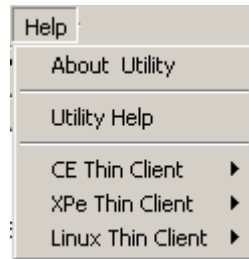
Configuration Utility Help	Information about how to use this Configuration Utility (this document).
CE Thin Client	Links to the various user guides and help documents specific to Windows CE-based thin clients.
XPe Thin Client	Links to the various user guides and help documents specific to Windows XPe-based thin clients.
Linux Thin Client	Link to the Linux Getting Started Guide.
About	Displays the version number of this application.