NCDware ICA

Version 1.0

NCD

Release Notes

Revisions

Revision history of this document:

Part Number	Revision Date	Description
9300704	July, 1998	NCDware ICA Release Notes

Contents

Release Notes

These *Release Notes* contain information about installing and using the NCDware ICA (Independent Computing Architecture) and the Windows Access utility. Please read this document before installing the CD-ROM or using the *User's and System Administrator's Guide.*

NCDware ICA is based on NCDware 5.0.312. It contains an updated ICA client and installs only on Windows NT servers.

NCD Terminals Supported by This Release

This release provides NCD terminal software and host-based files for HMX terminals (HMX, HMXpro, and HMXpro24), and Explora, Explora Pro, Explora 400/450 series, and Explora 700 terminals.

Requirements

- Terminals must have a minimum of 8 MB of RAM.
- You must have WinFrame or MetaFrame installed and configured on the NT servers.
- Servers must have ICA/TCP WinStations installed.

  A WinStation is a virtual port on the WinFrame or MetaFrame server that has been configured to allow connection from a remote device such as an NCD terminal.

  For more information about WinStations, see your server documentation.

■ You must install NCDware ICA on a Mircrosoft Windows NT Server, WinFrame Server or MetaFrame Server.

Distribution Media

The release is available on CD-ROM.

Software Installation

You will need the following for the NCDware installation:

1. The NCDware ICA CD-ROM.
2. The hostname of the boot host (the host where NCDware is installed) and access to the boot host.
3. The path to NCDware on the boot host

To install this software:

1. Insert the CD-ROM into the boot host's CD-ROM drive.
2. Run setup.exe.

   The boot host must be one of the following:
   — Windows NT Server
   — Citrix WinFrame 1.6 or 1.7
   — Windows NT 4.0 Terminal Server Edition with Citrix MetaFrame
3. After installation is complete, reboot any NCD terminals that will use the ICA Client.
4. To verify that the software was installed, press the setup key, select Utilities > Windows Access from the Console on one of the rebooted terminals. The Windows Access dialog box should appear.

Documentation for this Release

The documentation for this release consists of the following:

■ *Release Notes*

■ *Using NCDware ICA.* This manual describes how to use and configure the new features on the CD-ROM.

The ICA Client

The NCDware ICA Client is a local client that uses the ICA protocol to display the desktops of multi-user Microsoft Windows NT servers and to transmit application data between servers and NCD terminals. As an application runs, its user interface (display, keyboard, and mouse) data is intercepted and transmitted between the NT server and the ICA Client program running on the user's terminal.

The NCDware ICA Client has the following major features:

■ The ICA Client connects to WinFrame or MetaFrame servers and starts a Windows NT session on the NCD terminal.

■ Users can start multiple simultaneous sessions when using the NCD window manager, limited only by the installed RAM on the terminal.

■ ICA Client sessions can run on the terminal at the same time as WinCenter/X sessions.

■ The ICA Client can be started and configured from the Windows Access utility.

■ The ICA Client supports:
— Published applications
— Server and published application load balancing (requires WinFrame 1.7 or MetaFrame)
— Server browsing and published application browsing (for browsing through a master browser, the ICA Client includes configurable retries and timeout and extended diagnostic messages)
— Parallel and uni-directional serial printing support on printers connected to NCD terminals
— International keyboards (includes a set of default keymap files and provision for custom keymap files)

Windows Access Utility

Windows Access is an NCDware utility for choosing a Windows NT session and for configuring sessions. Both ICA and WinCenter connections can be configured in Windows Access. From the Windows Access chooser, a user can connect immediately; the desktop of the selected Windows NT server appears in a window on the terminal desktop. If the user selects a published application, the application opens in a window on the terminal. You start the Windows Access dialog box from the Console's Utilities menu.

The major features of the Windows Access utility are:

■ A chooser from which users can select connections to WinFrame and MetaFrame servers.

■ Connections using the ICA Client (to WinFrame and MetaFrame servers) and connections using the X protocol (to WinCenter servers) For information on the NCD WinCenter product please contact NCD.

■ A dialog for setting connection properties.

■ Automatic saving of connections to the remote configuration file.

■ Automatic listing of connections in the Login Chooser.

■ Ability to disable user changes to the connections.

Known Issues

This section describes limitations and features that are not fully functional or may not work exactly as described in the manuals.

The known issues are described in the following list:

■ **Installing a previous version**—If a previous version of NCDware ICA is installed, the new Windows Access user interface cannot read the old ICA settings in the configuration file and will not properly start until these have been removed.

■ **Full-screen ICA sessions**—When running a full-screen ICA session, NCD recommends turning off the X window manager.

— If you use the NCD local window manager and the window size is set to full screen, the ICA session window is automatically resized. Make sure the NCD Window Manger is running prior to starting an ICA session.

■ **Screen repaints**—Excessive repaints occur while a palette application is being iconized or closed.

■ **16-color mode**—In 16-color mode, the background of Microsoft Word is yellow.

■ **Shadowing**—Low-resolution shadowing to a higher-resolution display is not supported.

■ **Cut-and-paste**—Cut-and-paste between an ICA session and the other X clients is not supported.

Product Support

This appendix explains how to contact NCD Product Support staff. Before you request support for an NCD product, you need to return your product registration card.

Note   If you purchased your NCD product from an NCD distributor or a value-added reseller (VAR), ask that distributor or reseller whether they provide product support before you contact NCD directly.

Support for NCDware ICA is free during regular business hours for 30 days, beginning with your first call. After this period, please contact NCD at one of the following numbers for information about support contracts:

503-641-2200

1-800-800-9599 (U.S. and Canada only)

If you prefer, you can get the latest information on NCDware ICA support on the World Wide Web at this address:

http://www.ncd.com/support

For late-breaking updates and technical information, see the product *Release Notes*. If you cannot find an answer or a solution in the documentation, contact NCD Product Support as described below.

Contacting Product Support

International Product Support

If you are outside the U.S. and Canada, contact the distributor that sold you the NCD product. If this is not possible, or if you need direct technical assistance, do one of the following:

Follow the international dialing instructions appropriate for your location to call the numbers. Then call one of the following numbers and ask for Product Support:

503-641-2200

1-800-800-9599 (U.S. and Canada only)

See "Telephone Support" on page 7 for further instructions.

Send your support request via e-mail to:

support@ncd.com

See "Electronic Mail Support" below for further instructions.

Electronic Mail Support

To contact NCD via e-mail, send a mail message to:

support@ncd.com

Product support will automatically return an electronic problem template in response to your message.

The template includes the same information that is listed in "Information Required by Product Support" on page 8.

Product Support's reply to your e-mail will contain an NCD Support Incident ID number. Please include this number when you send e-mail messages to Product Support about

this issue. You do not need to include the problem template information in subsequent messages.

World Wide Web Support

NCD's World Wide Web site provides updates, product information, technical notes, and the NCD Knowledgebase. The Knowledgebase contains most technical information for NCDware ICA. You may also submit a support request or comment.

The NCD web site is located at: http://www.ncd.com

FTP Support

The NCD FTP site provides product updates. To access NCD's FTP site, log into the following host: **ftp.ncd.com**

When prompted for a user name, enter **anonymous**. When prompted for a password, enter your e-mail address. After logging in, go to this directory to find updates for NCDware ICA: **/pub/ncd/Archive**

Note Since most files are binary, remember to execute a binary command before getting a file.

Fax Support

Before you send a fax to Product Support, make sure that it contains all of the information listed in "Information Required by Product Support" on page 8. Then fax it to: 503-641-2959

Faxes help the support engineer analyze your question and prepare a solution before contacting you. When the support engineer is prepared, it takes less of your time to resolve the problem.

Telephone Support

Before calling NCD, obtain the information that is listed in "Information Required by Product Support" on page 8. Then call one of the following numbers and ask for Product

Support:
503-641-2200

1-800-800-9599 (U.S. and Canada only)

When you call, be at your multi-user NT server's console. Often the support engineer needs data from the server or asks you to perform tasks at the console.

During your call, you will receive an NCD Support Incident ID number. Please mention the number in subsequent calls concerning the same issue.

Information Required by Product Support

When you call NCD Product Support, they will need the following information:

■ Personal information

— Support Incident ID (if you've contacted Product Support before)

— Company ID and Customer ID (if you've contacted Product Support before)

— Your name, title, and company

— Your telephone number, fax number, e-mail address, and mailing address

■ NT server hardware information

— Server manufacturer/CPU type

— Number of CPUs

— CPU clock speed

— Storage device

— Network card(s)

— Bus architecture

— RAM

— Service packs/hotfixes

— CD-ROM drive type

— Manufacturer/model

■ Product version and serial numbers

- Operating environment
  - — Client devices in use
  - — Applications in use
- A description of the problem or symptom
- Step-by-step instructions that will allow NCD Product Support to reproduce the problem

Comments on This Document

You can send comments, suggestions, or questions about this document to the NCD Technical Publications Department by Internet e-mail. Write to **techpubs@ncd.com**.

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