



NCD ThinPATH PC  
User's Guide  
Version 4.0

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## Revision History

August 2004 ThinPATH PC User's Guide  
January 2003 NCD ThinPATH PC User's Guide  
July 2002 NCD ThinPATH PC User's Guide

## Software Version

NCD ThinPATH PC Software Version 4.0

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# NCD ThinPATH PC User's Guide

## NCD ThinPATH PC Basics

This guide describes basic operating procedures for **NCD ThinPATH PC**. It explains how to:

- Start and shutdown ThinPATH PC
- Add and start connections
- Navigate between connections
- End your work session
- Configure ThinPATH PC

## What is ThinPATH<sup>®</sup> PC?

NCD ThinPATH PC manages PCs as thin clients for accessing server-based computing. Under ThinPATH PC, the Microsoft Windows user interface is disabled and replaced with either a windows-style interface or one that is similar to a windows based terminal. These allow the user to easily launch and control program execution. The default applications available are ICA, RDP and IE browser connections, but other local applications can be added.

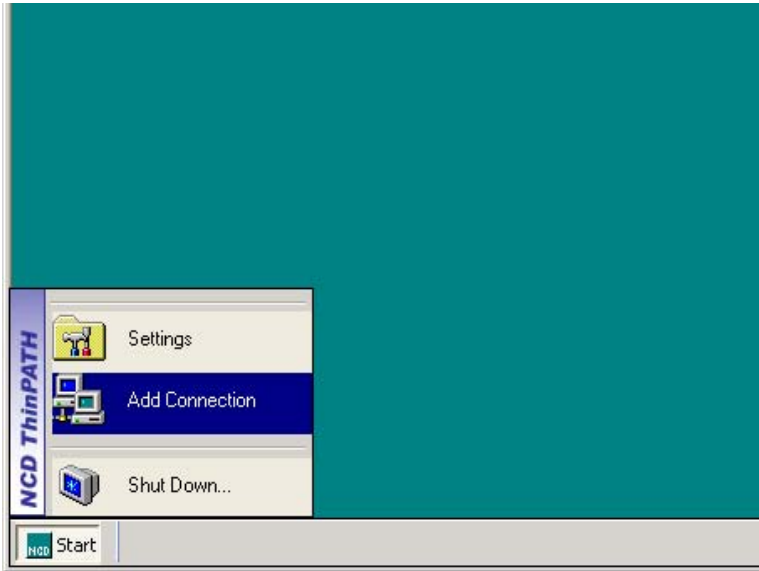
The ThinPATH PC user interfaces make application access easy but it also protects the PC from unapproved desktop changes. Administrators can lock-down the PC removing access to local drives, the local file system and all user interface parameters. This helps reduce the cost of owning and maintaining PC desktops.

ThinPATH PC is easily distributed to each desktop from a centralized web server. No desktop hardware or software upgrades are required before installation. The product supports the existing PC network, including any customer specific requirements such as VPN security, smart card authentication, or networked printing.

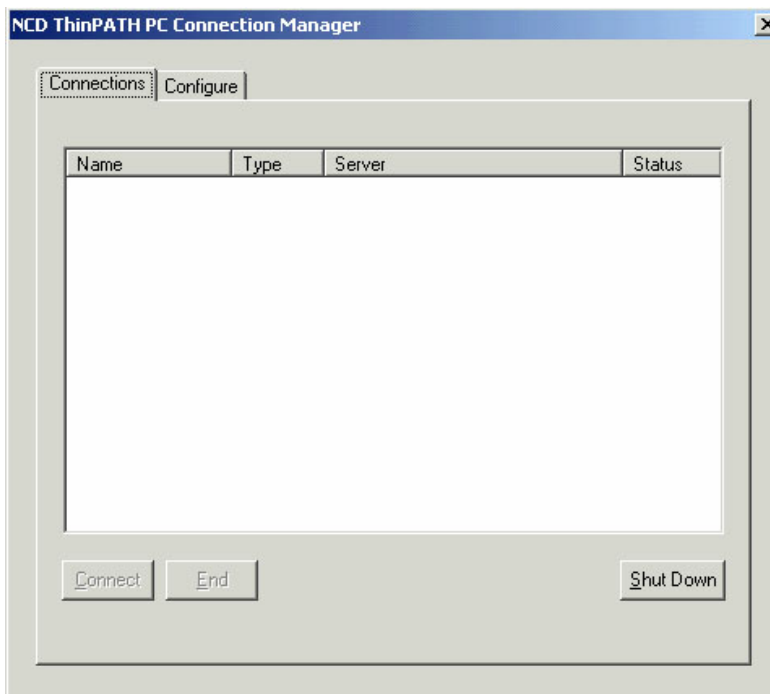
All ThinPATH PC can easily be managed using NCD ThinPATH Portal server. On boot-up ThinPATH PC contacts ThinPATH Portal and register itself as a managed device. Software updates, new applications and new configurations can be pushed to the ThinPATH PC. Refer to the NCD ThinPATH Portal Administrator's Guide for full details on remote administration and deployment of ThinPATH PC. [http://www.ncd.com/support/docs\\_thinpath.html](http://www.ncd.com/support/docs_thinpath.html)

## Starting ThinPATH PC

If a system administrator has installed the ThinPATH PC software, just power on the PC and the configured user interface displays. The default interface is a Windows-style desktop with the familiar "Start" button, menu and task bar, as shown below. The Task Bar at the bottom of the screen indicates active applications or sessions. This interface is intuitive to anyone who has used Microsoft Windows.



The Windows-based Terminal style interface, shown below, is also available and can be selected on the PC as the user interface or selected remotely by an administrator.



This manual will provide details on both interfaces in all sections where there are differences.

If ThinPATH PC software is not installed on your PC, refer to the [ThinPATH Portal Administration Guide](#) for install instructions.

## Shutting Down ThinPATH PC

### Windows-style interface

Select **Start** | **Shut** Down to restart or turn off your PC.

### Windows-based Terminal interface

Select **Shut Down** on the Connections tab to restart or turn off your PC.

## Managing Connections

### What is a Connection?

A connection is either a terminal server login session or a local application launched from ThinPATH PC. A program that provides the ability to connect to servers is called a connection client. Three types of connection clients are included in the NCD ThinPATH PC: the Microsoft Remote Desktop Client (RDP), the Citrix ICA Client and Microsoft Internet Explorer.

**Note:** This guide does not provide information on the configuration or use of these three connection clients. Refer to the Citrix web at [www.citrix.com/downloads](http://www.citrix.com/downloads) where there will be a link to ICA Clients. The Windows ICA client link contains a link to the Administrator's Guide. Online information for Microsoft Internet Explorer and Remote Desktop is available through the Microsoft Windows Help.

### Starting Connections

#### Windows-style interface

Select **Start** and then click on any of the connections that have been added to the pop-up menu

#### Windows-based Terminal interface

On the Connections tab, double-click the connection you want to start. Or, select the connection and click **Connect**.

### Ending Connections

To log off and end your connection:

1. If you are connected to a Windows server or MetaFrame desktop:
  - Close all applications.

- Click **Start** on the taskbar at the bottom of the Windows server desktop.
- Select Logoff, then click **OK**. The Windows server closes any programs that are still running.

**Note:** If you connected to an application instead of a server's desktop, closing the application terminates the connection.

2. If you have an Internet Explorer connection, click the **X** in the titlebar to close it.
3. If problems on the server make your connection unresponsive to a normal log off, do one of the following:

### **Windows-style interface**

Press **Alt+Tab** or **Alt+Esc** to get back to the Start button and Task Bar. Right click on the session icon and select **Close Connection**.

### **Windows-based Terminal interface**

Press **Ctrl+Alt+End** to bring up the NCD ThinPATH PC Connection Manager, select the connection name and click **End**.

Your session is disconnected, but you are not logged off. When you reconnect to the session later by logging on again, your applications resume. Because disconnected sessions still consume server resources, most system administrators prefer that you log off.

When you log off, your programs are terminated and the session is ended. You must restart the programs at the next log on.

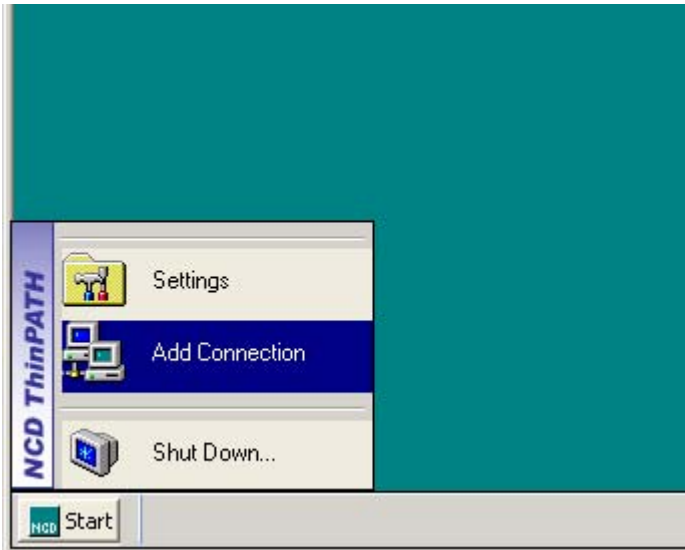
Once a session ends, repeat the above steps to end all active connections and then you can shutdown ThinPATH PC.

## Adding Connections

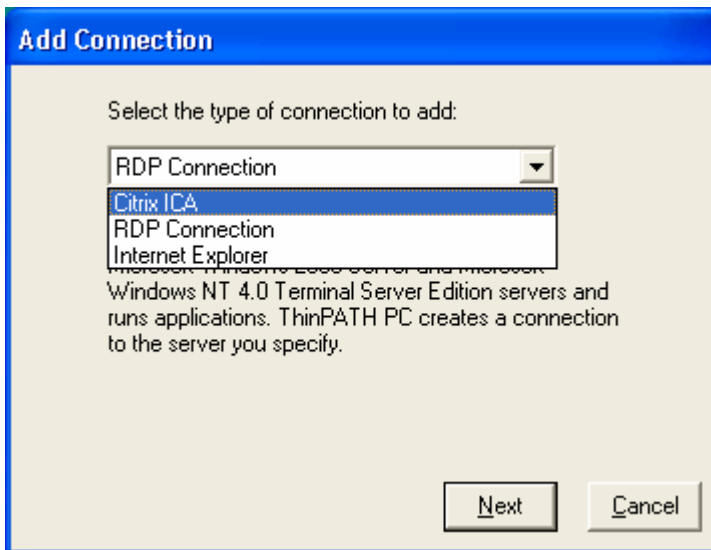
To add a connection:

### Windows-style interface

Select **Start** and then **Add Connection**.



The **Add Connection** dialog displays.



1. From the drop-down list, select the type of connection to add and click **Next**. The dialog for the connection type you selected displays.
2. Enter the name of the new connection.
3. Enter the information required for the connection. This may be the address of the connection or the name of a server for a Remote Desktop connection. Click **Finish**.

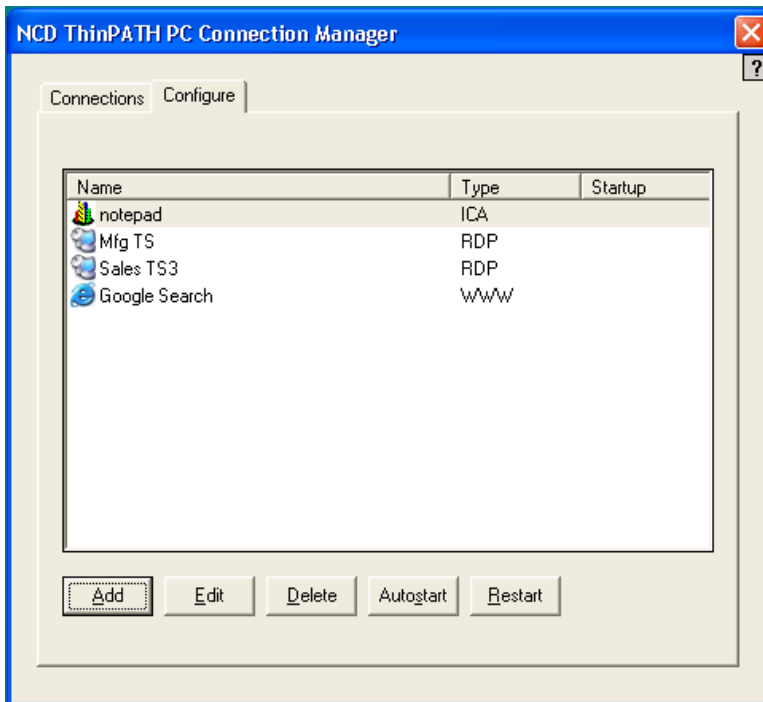


The local application displays in the ThinPATH PC **Start** menu

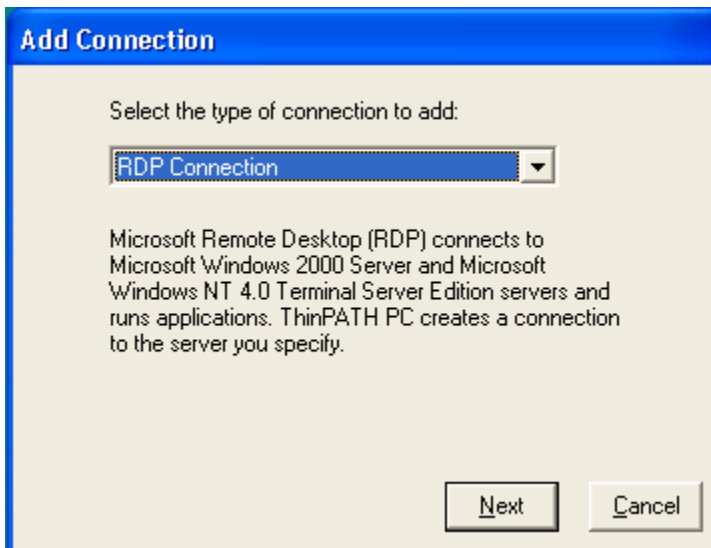
If a connection type doesn't exist in the drop-down menu of the Add Connection window, refer to the section Registering and Running Local Applications.

### Windows-based Terminal interface

On the Configure tab, click **Add**.



The **Add Connection** dialog displays.



1. From the drop-down list, select the type of connection to add and click **Next**. The dialog for the connection type you selected displays.

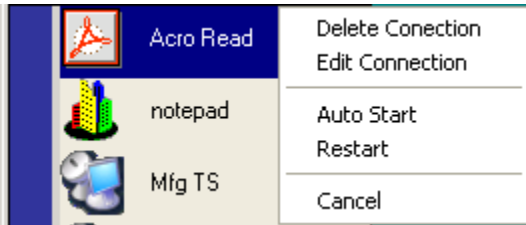
2. Enter the name of the new connection.
3. Enter the information required for the connection. This may be the address of the connection or the name of a server for a Remote Desktop connection. Click **Finish**.

The local application displays in the ThinPATH PC connection list.

## Editing Connections

To edit a connection:

### Windows-style interface



1. Select **Start**, right click on the connection to edit and select **Edit Connection**.
2. Change the connection settings, for example, the connection name, URL, or the server you want to be connected to.

### Windows-based Terminal interface

1. On the Configure tab, select the connection to be edited and click **Edit**.
2. Change the connection settings, for example, the connection name, URL, or the server you want to be connected to.

## Deleting Connections

To delete a connection:

### Windows-style interface

Select **Start**, right click on the connection to edit and select **Delete Connection**.

### Windows-based Terminal interface

1. On the Configure tab, select the connection to be deleted.
2. Click **Delete**.

## AutoStarting Connections

To configure one or more connections to start automatically when you start NCD ThinPATH PC:

### Windows-style interface

Select **Start**, right-click the connection to autostart and select **Auto Start**

To disable Autostart, repeat the above procedure.

### Windows-based Terminal interface

On the **Configure** tab, select the connection that you want to start automatically and click **Autostart**.

To disable Autostart, select the connection that autostarts and click **Autostart**.

## Restarting Connections

Restart connections start automatically when NCD ThinPATH PC starts. When the connection is ended, it immediately restarts.

To configure one or more connections to restart:

### Windows-style interface

Click **Start**, right-click on the connection to restart, and select **Restart**

To disable Restart, repeat the above procedure.

### Windows-based Terminal interface

On the **Configure** tab, select the connection you want to restart and click **Restart**.

To disable Restart, select the connection that restarts and click **Restart**.

## Navigating Between Connections

To navigate between multiple, running connections:

### Windows-style interface

Cycle through icons of open connections and select one **Alt+Tab**

Cycle backwards through icons of open connections and select one **Shift+Alt+Tab**

Select the next active connection. **Alt+Escape**

Select the previous active connection **Shift+Alt +Escape**

Select the next active connection. **Ctrl+Alt+Up arrow**

Select the previous active connection. **Ctrl+Alt+Down arrow**

Select active connection

**Double-click on icon in task-bar**

### Windows-based Terminal interface

Select the next active connection.

**Ctrl+Alt+Up arrow**

Select the previous active connection.

**Ctrl+Alt+Down arrow**

Open the ThinPATH PC window.

**Ctrl+Alt+End**

List all active connections.

**Ctrl+Alt+End**

Select the next active connection.

**Alt+Tab**

## Configuring ThinPATH PC

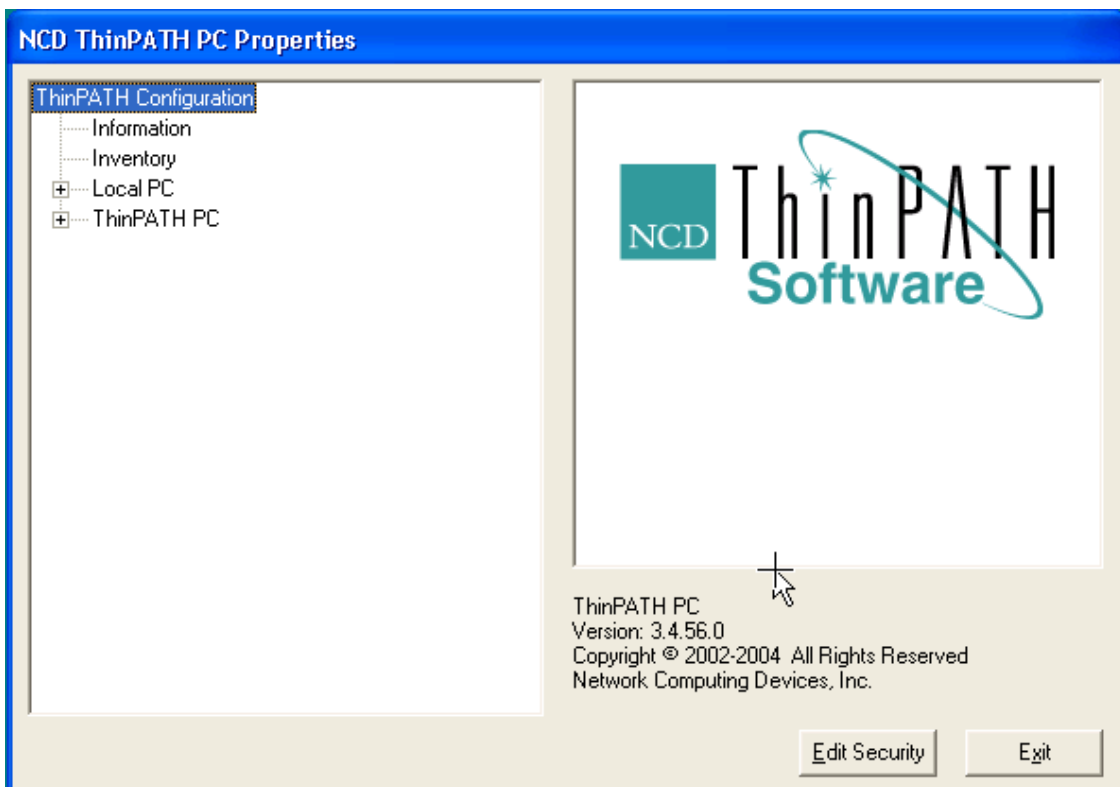
All ThinPATH PC settings are controlled in the NCD ThinPATH PC Properties window. To launch the NCD ThinPATH PC Properties window:

### Windows-style interface

Click **Start** and select **Settings**.

### Windows-based Terminal interface

From the ThinPATH PC Connection Manager window, press **F2**.



## Viewing System and Network Information

To view the ThinPATH PC's name, underlying operating system and network configuration information, select the **Information** item on the NCD ThinPATH PC Properties window.

## Viewing Component Version Numbers

To view installed component and version information select the **Inventory** item on the NCD ThinPATH PC Properties window.

## Using NCD ThinPATH PC Properties

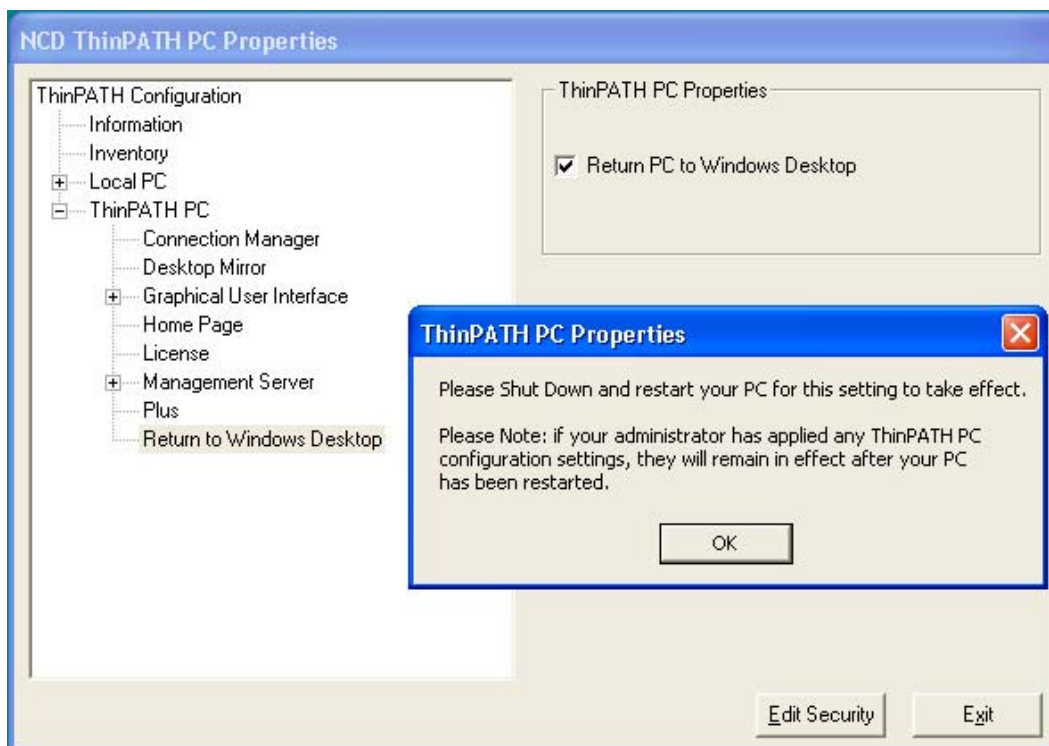
NCD ThinPATH PC Properties allows you to change local PC properties and ThinPATH PC specific properties as well as security settings so that you can hide specific property options in the NCD ThinPATH PC Properties interface.

**NOTE:** Your system administrator may have set a password in order to prevent you from making changes to PC Properties. In that case, some fields are not visible until you enter the password to access the **Security** dialog. If no password has been set, you can make changes to any PC Properties field.

## Disabling ThinPATH PC and Returning to Microsoft Windows

To enable this option from the NCD ThinPATH PC Properties window:

1. Select **ThinPATH PC | Return to Windows Desktop**.
2. In the right-hand pane, select **Return PC to Windows Desktop**. A pop-up window appears indicating that restarting the PC is required to affect this change.



When you restart your PC, you will see the Microsoft Windows desktop.

## Returning to ThinPATH PC

To return to ThinPATH PC from the Microsoft Window desktop:

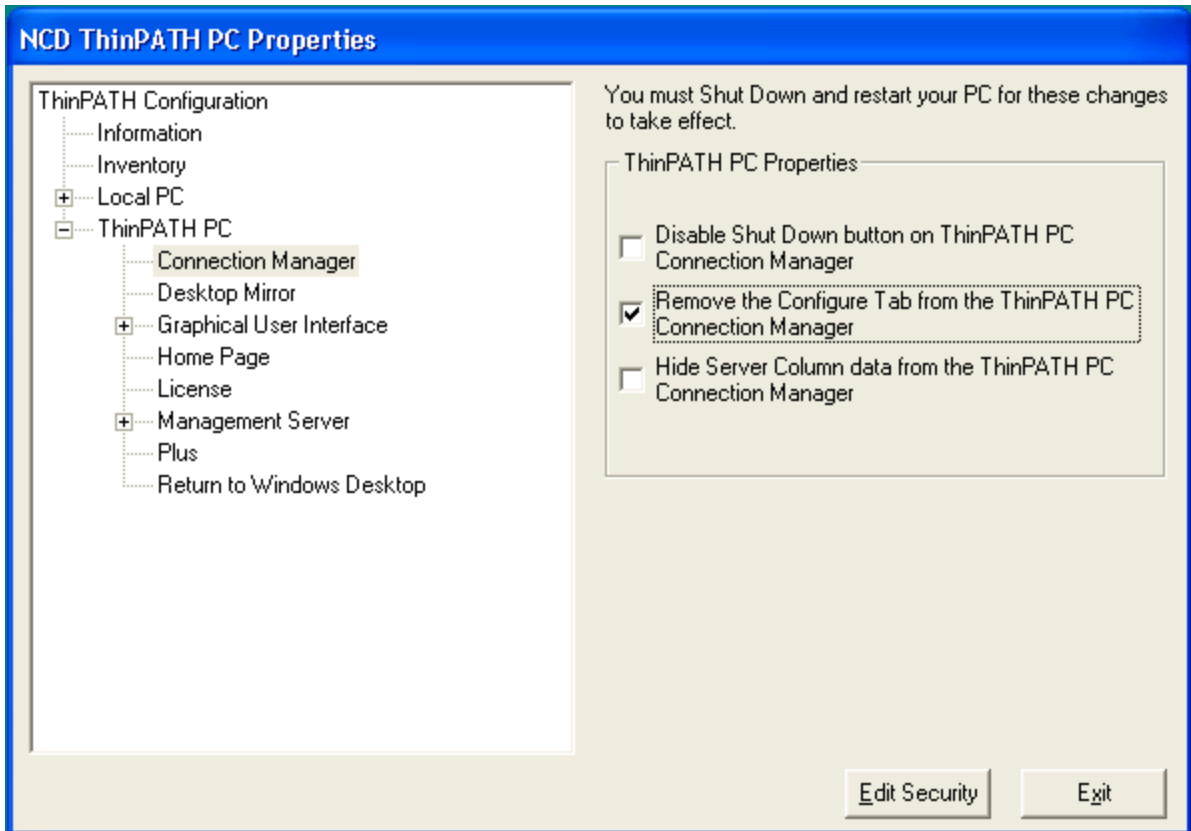
1. Click on Start | Programs | NCD ThinPATH PC | ThinPATH PC Properties.
2. Expand ThinPATH PC | Return to Windows Desktop
3. Uncheck the Return PC to Windows Desktop checkbox. A pop-up window appears “Please Shut Down and restart your PC for this setting to take effect”. Click OK.
4. Click Exit to exit out of ThinPATH PC Properties

When you restart your PC, you will see the ThinPATH PC interface.

## Disabling the ability to Add/Edit/Delete Connections

To prevent the user from adding, deleting or making any changes to connections:

1. Expand **ThinPATH PC | Connection Manager**.
2. In the right-hand pane, select **Remove the Configure Tab from the ThinPATH PC Connection Manager**. Click **Exit**

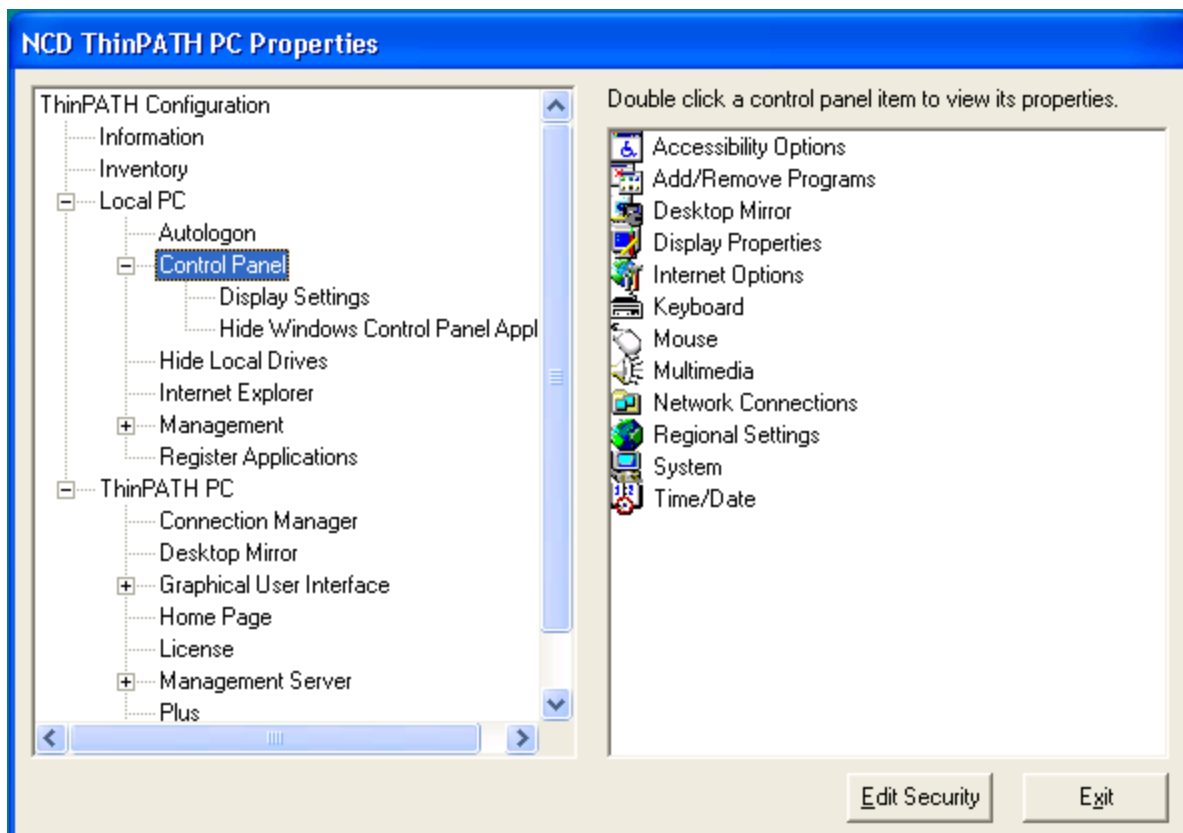


## Control Panel Settings

To display a subset of the Microsoft Windows Control Panel From the NCD ThinPATH PC Properties window:

Expand **Local PC** and select **Control Panel**.

Refer to your Microsoft Windows Help for additional information on control panel applets.



## Registering and Running Local Applications

You can access local applications on your PC through ThinPATH PC. Once an application is registered with ThinPATH PC, it can be used as a connection type in the **Add Connection** dialog box to create specific connections.

To register local applications with ThinPATH PC from the NCD **ThinPATH PC Properties** window:

1. Expand **Local PC** and select **Register Applications**.
2. Click on Add from the right-hand panel and browse to the application, e.g., Program Files | Adobe | Reader | AcroRd32.exe.
3. The **Specify Connection Type** dialog displays.
4. Enter the Connection type; e.g., *reader*, a short name that reminds you of the application.
5. Enter a Friendly name; e.g., *Acrobat*, a short name to use as the connection type in ThinPATH PC's **Configure | Add Connection** drop-down list.
6. Enter a Description that helps you remember what this application does; e.g., *Launch Adobe Acrobat Reader*. The description appears in ThinPATH PC's **Configure | Add** window for that connection type. Click **OK**.
7. Click **Exit** to close ThinPATH PC Properties.



Note: If you want to un-register a program, highlight the program you want to un-register and click **Remove**.

To create connections to local applications using registered applications, refer to the Adding Connections section on page 8.

## Launching Web Applications

Instead of starting connections from ThinPATH PC's **Start** menu or Connection tab, you can start connections from web pages. The web page acts as the desktop and provides access to connections or application that are linked via a web page.

To set a web page as the ThinPATH PC desktop:

1. Expand **ThinPATH PC** and select **Home Page** on the NCD ThinPATH PC Properties window.
2. Enter the URL or IP address of the web page in the **Home page** box. Click **Apply**, then **Exit**.

**NOTE:** See your system administrator for an appropriate URL for this feature.

When the PC restarts, only the web page is displayed on the desktop.

To disable your web application page and return to the regular desktop interface, click on **Default** in the **ThinPATH PC | Home Page** and restart the PC.

## Setting Your Management Server

The Management Server refers to the NCD ThinPATH Portal that was used to download and install the ThinPATH PC software. ThinPATH Portal is also used to update the software and manage connections on all ThinPATH PCs.

Expand **ThinPATH PC** and select **Management Server**. Enter the location of the NCD ThinPATH Portal server in the form of **server name/virtual directory**, e.g. **EDSERVER1/TMS**. An IP address can also be used for the server name. The virtual directory, by default, is TMS.

## Setting Local PC Properties

The following settings affect the local PC.

Automatically Log on	Specifies a logon account (Username, Password, Domain) to be used for automatic logon when the PC starts.
----------------------	---

Control Panel   Display Settings	Disables access to the following tabs on the Display Properties applet in Control Panel: <ul style="list-style-type: none"><li>• Desktop</li><li>• Screen Saver</li><li>• Appearance</li><li>• Settings</li></ul>
Hide Local Drives	Restricts access to some or all drives on the PC.
Internet Explorer	Allows removal of the File menu from Internet Explorer, to prevent access to the local PC file system. <b>Note:</b> On Windows 98 you must reboot the computer for this option to take effect.
Management	Disables access to the Security items Windows Task Manager and Registry Editing tools
Management   Windows Security	Disables access to the following controls under Task Manager: <ul style="list-style-type: none"><li>• Password change</li><li>• Lock Computer</li><li>• Logoff</li><li>• Shut Down</li></ul>

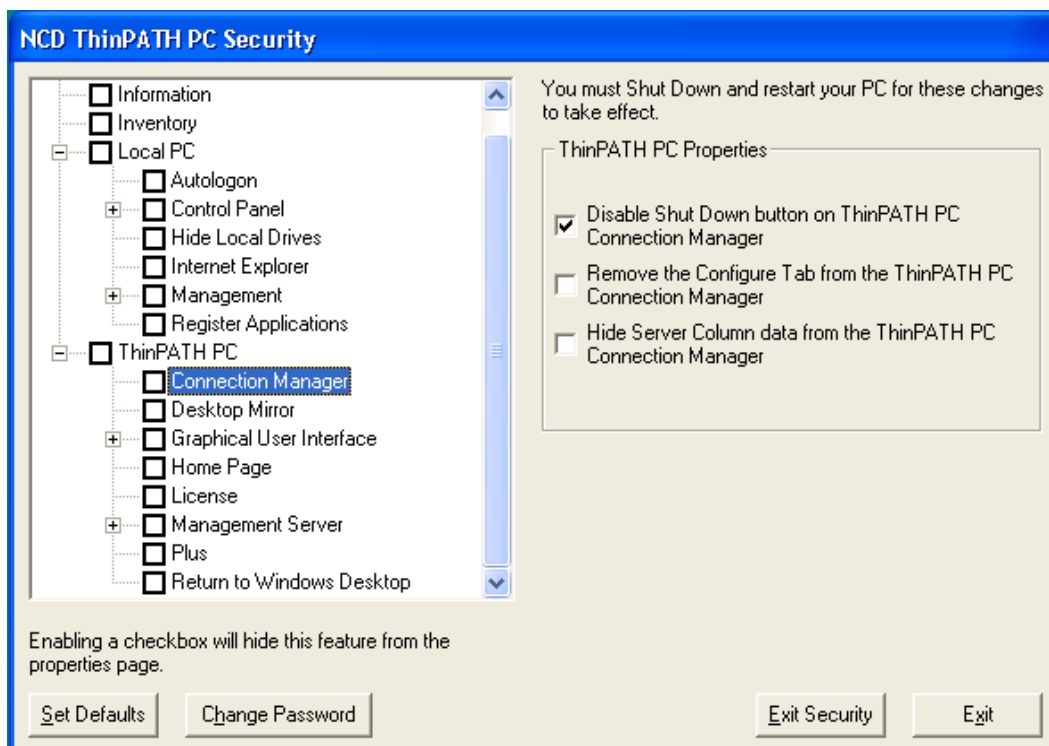
## Securing Access to ThinPATH PC Properties

You can restrict access to NCD ThinPATH PC properties, conceal the settings and thus prevent unauthorized changes to PC properties.

### Editing Security Properties

The Security Properties sheet provides you with a way to hide some or all of the components on the NCD ThinPATH PC Properties window. Once a password has been set on ThinPATH PC, this window is available.

By selecting an item in the List View, you can change that setting on the right side of the dialog. To hide the item from the ThinPATH PC Properties, check the checkbox in the List View on the left. When a top-level item is checked, all items under it are also checked and hidden.



## Set Defaults

By selecting the Set Defaults button, a comprehensive set of restrictions are placed on the configuration parameters for both the local PC and NCD ThinPATH PC. These restrictions prevent users from changing the setup of ThinPATH PC and the available applications and only allow the user to access basic user-level control panel applets such as Keyboard, Mouse, and Display Properties.

## Creating a Password

To create a password from the **NCD ThinPATH PC Properties** window:

Click **Edit Security**. If no password exists, the **NCD ThinPATH PC Create Password** dialog displays.

Enter the password in the **Create a New Password** field. Enter the exact same password in the **Verify New Password** field and click **OK**. The password is created and the **NCD ThinPATH PC Security** dialog displays.

## Entering a Password

If a password exists, click **Edit Security** button on the **NCD ThinPATH PC Properties** window to display the **NCD ThinPATH PC Password** window. Enter the password and click **OK**. The **NCD ThinPATH PC Security** window appears.



## Changing a Password

To change a password from the **NCD ThinPATH PC Properties** window:

1. Select **Edit Security** and enter the password.
2. Click **Change Password** on the ThinPATH PC Security dialog.
3. Enter a new password in the New password field.
4. Enter the same new password in Verify password.
5. Click **OK**.

A message appears informing you that the password was changed.

## Managing ThinPATH PC over dialup

ThinPATH Portal can manage ThinPATH PC remotely over dialup but a registry entry must be made on the ThinPATH PC. The Portal expects to receive a MAC address from a ThinPATH PC but PCs making dialup connections often don't have a network interface card (NIC). To resolve this problem, add the following String value to the registry key on the ThinPATH PC:

Reg. Key: HKEY\_LOCAL\_MACHINE\Software\NCD\PC\NCDSRV\  
String value: MacAddress  
Value data: 00:00:00:00:00:00

If more than one ThinPATH PC will be managed over dialup connections, each PC must have a unique MAC address. These can be arbitrarily set. Note that this value is only used by NCD ThinPATH Portal to identify and manage ThinPATH PC.

When ThinPATH PC is turned on, the user will first be presented with the Windows login window. The user must check the box labeled “Establish Dial-Up Networking Connection” and then login. The ThinPATH PC will establish a dial-up networking connection, and then automatically connect to the NCD Portal server for registration, licensing and configuration or software updates. Then the ThinPATH PC user interface is displayed and connections to local applications and Terminal Server hosts can be established.

Failure on the Portal to obtain the MAC address of a ThinPATH PC will create an entry in NCDSRV.log similar to the message below:

GetInfo: Attempt 1 failed to get MAC Address.

## Troubleshooting

This section describes some exceptional circumstances that may occur on the NCD ThinPATH PC. If your problem is not addressed in this section, see your system administrator.

### A Blank Screen Appears

#### Windows-style interface

Press **Alt+Tab** or **Alt+Esc** to display any active sessions. The task bar may be set to auto-hide. Move the mouse to the very bottom of the screen to make the task bar visible.

Press the **Windows** key to display the Start button and Task Bar.

#### Windows-based Terminal interface

Press **Ctrl+Alt+End** to display the **ThinPATH PC Connection Manager**.

Alternatively, if you have active connections, press **Ctrl+Alt+Uparrow** to return to your application.

### An Application Doesn't Respond

#### Windows-style interface

Press **Alt+Tab**, **Alt+Esc** or the **Windows** key to return to the Start button and Task Bar. Right click on the session icon and select **Close Connection**.

#### Windows-based Terminal interface

Press **Ctrl+Alt+Del** to bring up Windows Task Manager. Select the application and click **End Task**.

### Tracking down problems

There are two log files on the ThinPATH PC and an on-screen diagnostics window that can be used for troubleshooting, particularly if the PC is not contacting the Portal correctly and the reporting tools on the Portal are not providing updated information:

To enable the diagnostics window from the NCD ThinPATH PC Properties screen (Press F2 at the Connection Manager screen), expand Management Server node in the tree-

view. Click on Diagnostic Window and click the option to show it. This provides a detailed communication information screen each time the PC boots.

Update.log Log file that is generated during software updates and is found in:

\windows\system\ncdcfg on Window 95/98

\winnt\system32\ncdcfg on NT4 / Windows2000 and above

Ncdsrv.log Contains information about the contact between ThinPATH PC and the Portal. Typically found at c:\Ncdsrv.log.

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