



ThinPATH Portal Tip #2: Common Questions & Answers

The following table provides the answers to some of the most commonly asked questions about the NCD ThinPATH Portal product.

Questions	Answers
1. How many desktops (PCs and ThinSTAR terminals) can be managed by a single ThinPATH Portal server?	<ul style="list-style-type: none">• NCD estimates that a ThinPATH Portal server can manage from 500 to 800 desktops on a local area network without excessive load on the server. NCD will provide additional scalability data on the number of clients that can be simultaneously updated.
2. What operating system software does the ThinPATH Portal support?	<ul style="list-style-type: none">• ThinPATH Portal runs on Microsoft Windows 2000 Server.• Once the Microsoft Windows 2003 Server has been released, NCD will also certify ThinPATH Portal on it.
3. ThinPATH Portal software can run on which hardware platforms?	<ul style="list-style-type: none">• ThinPATH Portal runs on any hardware server that supports Microsoft Windows 2000 Server.
4. What are the minimum hardware requirements for the ThinPATH Portal server?	<ul style="list-style-type: none">• Pentium III level CPU• 256 MB RAM• 20 GB Disk• 10/100 MB Ethernet
5. Can the ThinPATH Portal server software be added to my current web server?	<ul style="list-style-type: none">• Yes, the ThinPATH Portal can be installed on an existing Windows 2000 Server, which has Microsoft Internet Information Services (IIS).
6. What kind of license is required from Microsoft?	<ul style="list-style-type: none">• The ThinPATH Portal does not require additional licenses from Microsoft other than the base Windows server license.
7. Can ThinPATH Portal run on the same server as Citrix Nfuse or Nfuse Elite?	<ul style="list-style-type: none">• Yes, Nfuse or Nfuse Elite may be running on the same server as ThinPATH Portal.
8. What type of management data is presented from the ThinPATH Portal?	<ul style="list-style-type: none">• The administrator can view the inventory of desktops and their assignments from the Portal Explorer user interface.• The administrator may also view the license usage for both ThinPATH PC and ThinPATH



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	Portal.
9. Can the look and feel of the Portal Explorer window be modified?	<ul style="list-style-type: none">• NCD will provide additional functionality to customize the Portal Explorer “user interface” with subsequent releases.
10. Is there a transaction log of all clients that have been updated?	<ul style="list-style-type: none">• Yes, the ThinPATH Portal’s <i>Report Screen</i> maintains a list of all clients and associated activities.
11. Can the status of a desktop be identified from the ThinPATH Portal server, such as who is logged on at a particular desktop?	<ul style="list-style-type: none">• NCD will be expanding the reporting and monitoring capabilities of the ThinPATH Portal server in future releases to address this type of requirement.
12. What impact to network traffic does the ThinPATH Portal impose?	<ul style="list-style-type: none">• Minimal network traffic is required for desktop configuration. If new software releases, such as Citrix ICA clients, are required, this would impact the network briefly as each desktop retrieves the software from the ThinPATH Portal server. However, this type of operations occurs very infrequently.
13. Does the ThinPATH Portal represent a single point of failure?	<ul style="list-style-type: none">• No, once a desktop has been configured by the ThinPATH Portal, the ThinPATH Portal server is not required for ongoing client services unless there are client connections associated to the ThinPATH Portal server itself (such as Nfuse hosting).
14. How are multiple ThinPATH Portal servers managed?	<ul style="list-style-type: none">• Multiple ThinPATH Portals may be managed from any PC running the ThinPATH Portal Explorer tool.
15. What is the security model for the ThinPATH Portal?	<ul style="list-style-type: none">• The ThinPATH Portal uses traditional Windows NT security model. Administrators log into the server from the Portal Explorer client with a recognized administrative user name and password. Access by specific user can be made available by modifying NTFS file permissions.
16. How does the ThinPATH	<ul style="list-style-type: none">• The ThinPATH Portal performs a different role



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<p>Portal integrate with enterprise level management products such as HP Open View, Tivoli, or Computer Associates?</p>	<p>than these products. It acts as a complementary product to these enterprise level management products.</p>
<p>17. How is the ThinPATH Portal licensed?</p>	<ul style="list-style-type: none"> • NCD offers a no charge ThinPATH Portal server that may be used to manage ThinPATH PC licenses. This no charge version of the ThinPATH Portal may also be used to automatically update software on NCD ThinPATH PC devices and ThinSTAR terminals. • A ThinPATH Portal access license is required to move an unmanaged device into a managed group, thus enabling management of the device's configuration settings and connections.
<p>18. Will the ThinPATH Portal manage NCD's older line of ThinSTAR terminals such as the ThinSTAR 300, 400 or 500 series?</p>	<ul style="list-style-type: none"> • Yes, the ThinPATH Portal currently supports management of all ThinSTAR terminals except for the ThinSTAR 200 series.
<p>19. Can the ThinPATH Portal manage a ThinSTAR terminal that does not have a local browser?</p>	<ul style="list-style-type: none"> • Yes, however, the ThinSTAR terminal must have the updated ThinPATH Portal Client installed on it.
<p>20. Will the ThinPATH Portal manage other thin clients besides the NCD ThinSTAR terminals?</p>	<ul style="list-style-type: none"> • Neoware has indicated that they will provide the Portal Client on their CE.Net thin clients; thus allowing the ThinPATH Portal to manage these devices. • Neoware is currently beta testing Eon & Capio support with ThinPATH Portal.
<p>21. To what extent can the ThinPATH Portal manage PCs that do not have the NCD ThinPATH PC installed?</p>	<ul style="list-style-type: none"> • The PC must have the ThinPATH PC software installed on it in order to allow the ThinPATH Portal to manage it.
<p>22. Do I need a Citrix license for every device being used?</p>	<ul style="list-style-type: none"> • The Citrix license is only necessary for using the desktop with a Citrix MetaFrame



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	<p>environment. Please refer to your Citrix representative for more details on MetaFrame licensing requirements.</p>
<p>23. How can I evaluate the ThinPATH Portal?</p>	<ul style="list-style-type: none">• Customers may obtain an evaluation copy of ThinPATH Portal from the NCD download webpage.• A registration form on the download webpage must be completed prior to receiving two ThinPATH PC and ThinPATH Portal Access license keys.
<p>24. Does NCD offer training classes on the set up and administration of the ThinPATH Portal?</p>	<ul style="list-style-type: none">• Yes, NCD offers a full product-training curriculum. Contact NCD for training schedules