

NCDware 5.0.129 Release Notes

Part Number 9300573, Rev. A December, 1997

Network Computing Devices, Inc. 350 North Bernardo Avenue Mountain View, California 94043 Telephone (650) 694-0650 FAX (650) 961-7711

Copyright

Copyright © 1997 by Network Computing Devices, Inc. The information contained in this document is subject to change without notice. Network Computing Devices, Inc. shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this material. This document contains information which is protected by copyright. All rights are reserved. No part of this document may be photocopied, reproduced, or translated to another language without the prior written consent of Network Computing Devices, Inc.

Trademarks

Explora, Explora Pro, ECX, HMX, HMXpro, HMXpro24, WinCenter, WinCenter Pro, WinCenter Connect, NCDnet, and NCDware are trademarks of Network Computing Devices, Inc. XRemote is a registered trademark of Network Computing Devices, Inc.

All trademarks and service marks are the trademarks and service marks of their respective companies.

All terms mentioned in this book that are known to be trademarks or service marks have been appropriately capitalized. NCD cannot attest to the accuracy of this information. Use of a term in this book should not be regarded as affecting the validity of any trademark or service mark.

| Part Number | Revision Date | Description |
|----------------|----------------|--|
| 9300573, Rev A | December, 1997 | Release Notes for NCDware 5.0.129. |
| 9300599 | August, 1997 | Release Notes for NCDware 5.0.122 Pre-Production Release. |
| 9300467 | August, 1996 | Release Notes for NCDware 4.1.141. |
| 9300363 | August, 1995 | Release Notes for NCDware 4.0.118. |

Revision History

Revision history of this document:

Contents

Highlights of This Release 1 NCD Network Computers Supported by This Release 3 **Unsupported Network Computers 3** Host Binaries 4 **Distribution Media 4** License Requirements 4 NCDware Manuals 5 Software Installation 6 X Servers in This Release 7 X Server Formats 7 **Minimum Memory Requirements 7 CD-ROM Content and Space Requirements 16 Quick Start PCMCIA Cards 20** Changes and New Features 23 Explora 400/450 Series 23 Explora 700 24 Java Virtual Machine and Applet Viewer 24 NCD Mosaic Browser 25 NCD Display Manager 27 Light Pen 27 **Document Imaging Subset (DIS) 27** Wireless Support 27 **PEX 28 Remote Configuration File Updates and Parameter Changes 28** Changes in the Console 31 **Recent Boot Monitor Changes 32** Boot Monitor 2.8 32 Boot Monitor 2.9 32 Updating the Boot Monitor 33

Problems Fixed Since NCDware 4.1 34 Known Problems 35 Accessing NCD Support Files and Utilities 41 Using FTP 41 Using the World Wide Web 41 In Case of Trouble 42

Comments on This Document 43

Release Notes

This document contains information about using NCDware 5.0.129 with NCD network computers (NCs). Review this document before installing NCDware 5.0.129 or using NCDware manuals.

Highlights of This Release

The following section summarizes the new features and changes in this release. NCDware 5.0.129:

- □ Includes support for the new Explora 400/450 series and Explora 700 network computers. See "Explora 400/450 Series" on page 23 and "Explora 700" on page 24.
- Includes distribution on CD-ROM and 12 MB Quick Start PCMCIA card for Explora, Explora Pro, Explora 400/450 series, Explora 700, and HMX network computers and on 4 MB Quick Start PCMCIA card for Explora, Explora Pro, and Explora 400/450 series. See "Distribution Media" on page 4.
- Supports Java Virtual Machine (JVM). JVM is a network programming environment for creating and running embedded Java applets and standalone Java applications. See "Java Virtual Machine and Applet Viewer" on page 24.
- Includes the Java Applet Viewer, a Java application that allows you to run applets in an applet viewer window. See "Java Virtual Machine and Applet Viewer" on page 24.
- Includes the NCD Mosaic Browser. You can use this Internet browser to view sites on the World Wide Web (Web) and other Internet resources, provided that you have an Internet connection. The browser is based on Spyglass Mosaic 3.2 and supports JavaScript 1.1. You can print from the browser to a local printer attached to your network computer and to remote printers. See "NCD Mosaic Browser" on page 25.

- □ Includes the NCD Display Manager (*ncddm*), a host-based daemon that:
 - Enhances network computer security for NFS file access
 - Provides environment variables required by local clients, such as *java* and the NCD Mosaic Browser
 - Makes it possible to prevent anyone but the logged-in user from starting local clients using the remote shell command, provided the user logs in through a login service, such as XDM

See "NCD Display Manager" on page 27.

- Supports using a light pen with your NCD network computer to perform the typical operations of a mouse—such as pointing, clicking, dragging, and positioning—without having to coordinate the movement of a mouse with the cursor on the screen. The Explora, Explora Pro, and Explora 400/450 series include light pen support for the FTG Data Systems PXL-795 light pen. See "Light Pen" on page 27.
- Provides XIE's (X Imaging Extension) DIS (Document Imaging Subset) for the Explora, Explora Pro, and Explora 400/450 series. See "Document Imaging Subset (DIS)" on page 27.
- □ Includes wireless network computer support for the Explora 400/450 series. See "Wireless Support" on page 27.
- Includes new remote configuration parameters and changed parameters to support new features and enhance existing features. See "Remote Configuration File Updates and Parameter Changes" on page 28.
- □ Includes enhancements to the NCDware installation program (*ncdinstall*) to support new features. See "Software Installation" on page 6.
- □ Includes the new *NCDware Reference Manual*, which is available in hard copy from the NCD publications order form or Sales Support. You can also access the *Reference Manual* on-line at **www.ncd.com/doc/ncd50ref**/ or from the NCD FTP site. See "NCDware Manuals" on page 5 and "Using FTP" on page 41.
- □ Does not provide host binaries or an installation script for VMS. NCDware 4.1.141 is the last version of NCDware to provide host binaries for VMS. See "Host Binaries" on page 4.
- □ Is the last release of NCDware to support PHIGS Extension to X (PEX). See "PEX" on page 28.

NCD Network Computers Supported by This Release

This release provides NCD network computer software and hostbased support files for the HMX family of network computers (HMX, HMXpro, and HMXpro24), and the Explora, Explora Pro, Explora 400/450 series, and Explora 700 network computers.

Unsupported Network Computers

NCDware 3.5 was the latest release to support the following network computers: NCD14c, NCD15b, NCD19r, NCD17c, NCD17ct, NCD17cr, NCD17fs, NCD19c, NCD19cp, NCD19g, NCD20ct, NCD21c, and the MCX and ECX families of network computers.

NCDware 3.3.2 was the latest release to support the NCD15r network computer.

NCDware 3.2.1 was the latest release to support the NCD19 network computer.

NCDware 3.1 was the latest release to support NCD16, NCD16e, and NCD19b network computers.

Host Binaries

This release provides binaries of host-based software for the following host platforms:

- □ SPARC—SunOS 4.1.3 to 4.1.4
- □ SPARC—Solaris 2.5
- □ x86—Solaris 2.4
- □ HP Precision Architecture—HP-UX 10.01
- □ IBM RS/6000—AIX 4.1
- □ SGI—IRIX 5.3
- □ WinFrame—1.6 or later

NCD has not tested and does not provide Technical Support for the Motorola binaries included in this release.

Note NCDware 5.0.129 does not provide host binaries or an installation script for VMS. NCDware 4.1.141 is the last version of NCDware to provide host binaries for VMS.

Distribution Media

The release is available on CD-ROM, 4 megabyte (MB) Quick Start PCMCIA cards, and 12 MB Quick Start PCMCIA cards.

The CD-ROM contains the NC software, including all modules and support files (see "X Servers in This Release" on page 7).

The PCMCIA Quick Start cards contain the NC software and a subset of modules and support files (see "Quick Start PCMCIA Cards" on page 20 for a list of modules on the Quick Start PCMCIA cards).

License Requirements

NCDware includes features that require licenses for operation. They are OpenGL, the Video Player and associated software, Starlight Networks' StarWorks software support, NCDnet, 3270 Terminal Emulator, DPS (Display PostScript), XIE (X Imaging Extension), the local Motif Window Manager, XRemote, PEX, JVM (Java Virtual Machine), the NCD Mosaic Browser, and wireless terminal support.

If you do not have a license for a feature that you need, call a Sales Support person at (650) 694-0650.

NCDware Manuals

The following manuals are new or revised for this release of NCDware:

- □ *NCDware Publications Roadmap*, a general index to all NCDware and NCD hardware manuals
- NCDware User's Guide, an introductory manual providing information to assist users in becoming productive with their NCD network computers
- NCDware System Administrator's Guide for UNIX Systems, a manual for UNIX system administrators responsible for setting up NCD network computers for networked use and for setting up users' work environments
- □ *Remote Configuration Parameter Quick Reference,* a summary description of remote configuration parameters
- □ *FLEXIm End User Manual*, a detailed description of how to use and configure FLEXIm license management software
- □ Using the 3270 Terminal Emulator, a description of how to use and customize NCD's local 3270 terminal emulation software
- □ *Installing Your PCMCIA Card*, a description of how to install and use your PCMCIA card with your network computer
- NCDware CD insert, a description of how to install NCDware from CD-ROM onto UNIX and WinCenter hosts. Use the installation booklet in conjunction with these *Release Notes* and the *NCDware System Administrator's Guide for UNIX Systems*. This booklet is inside the NCDware CD-ROM cover.
- NCDware Reference Manual, containing details about many aspects of NCDware and alternatives to some of the procedures in the NCDware System Administrator's Guide for UNIX Systems. The NCDware Reference Manual is available from the NCD Web site (www.ncd.com/doc/ncd50ref/) or from the NCD FTP site (see "Using FTP" on page 41). You may purchase a hard copy volume using the NCD manual order form, or contact Sales Support (650) 694-0650.

Software Installation

This release includes an installation program (*ncdinstall*) for installing NCDware on the UNIX hosts for which it provides binaries. The *ncdinstall* program installs:

- □ X servers in /tftpboot
- □ Server modules in /tftpboot/mod*smodel*, where *model* is the terminal model, such as modshmx
- □ Browser help files in /tftpboot/help
- □ Java classes in /tftpboot/java
- □ Host executables in */home/ncd/5.0.129/hostside/host*, where *home* is your working directory and *host* is the host, such as SunOS. /usr/bin/X11/ncd is linked to /home/ncd/5.0.129/hostside/host.
- □ Configuration files (ncd_std and an example configuration file), keysym and color databases, and login-related files in /usr/lib/X11/ncd. (If you are running secure TFTP, *ncdinstall* places the files accessed using TFTP, including X servers, fonts, and configuration files, under the secure TFTP directory.)

The *setup* program installs NCDware on WinCenter hosts running WinFrame 1.6 or later. The *setup* program installs:

- □ X servers (Xncdhmx, Xncdxpl, and Xncdxpt) in c:*tftp_dir*
- □ Supplemental X server files in c:*tftp_dir*\modshmx, c:*tftp_dir*\modsxpl, and c:*tftp_dir*\modsxpt
- □ Configuration files, font files, and supplemental files in c:*tftp_dir*\usr\bin\X11\ncd where c:*tftp_dir* is the TFTP directory selected during the installation procedure.

See the NCDware CD insert for more information about installation procedures.

See *Installing Your PCMCIA Card* for information about installing and using a PCMCIA card with your network computer.

For information about manual installation, contact NCD Technical Support.

"X Servers in This Release" on page 7 contains information on memory requirements.

X Servers in This Release

NCDware includes a core X server and loadable modules. The information in this section includes descriptions of the X server formats, module names, memory used by loading each module, and disk space required for server files.

X Server Formats

NCDware 5.0.129 provides NCD core X servers in the following formats (see Table 1).

Table 1 X Server Formats

| Format | Description | Core Server Filename |
|--------------|--|--|
| Downloadable | X server image files for downloading from the network when the network computer boots. | Xncdhmx Xncdxpl Xncdxpt |
| Compressed | X server image files for copying to a PCMCIA card in the network computer's base and booting locally. These are the X servers used on the PCMCIA cards. (If you plan to purchase PCMCIA cards from a source other than NCD, please contact NCD Technical Support for a list of supported cards.) | Xncdhmx.bl Xncdxpl.bl Xncdxpt.bl |

Minimum Memory Requirements

Table 2 lists the minimum memory requirements for NCD network computer models in megabytes.

Table 2 Minimum Memory Requirements

| Model | Memory Requirements |
|------------------------|---------------------|
| Explora | 4 MB |
| Explora Pro | 4 MB |
| Explora 400/450 Series | 8 MB |
| Explora 700 | 8 MB |
| НМХ | 8 MB |

Determining Your Memory Needs

Minimum memory configurations might be insufficient for the features that you want to use. Use the information in Table 3, Table 4, and Table 5 to determine whether you need to increase the memory in your NC to run the components you need.

In reading the tables, note that the figure for memory used is for the first instance of a client. If additional instances are running, they require less memory than the first.

To determine the amount of memory needed:

- 1. Find the features you want to use in the table for your NC model, including the core X server, which is required for NC use.
- 2. Add up the total memory used by the feature modules and the core X server.
- 3. Subtract the total memory used by the features from the memory in your NC. If less than 1 MB remains, you need to add memory to your NC to use the desired features.

For example, to run the Motif Window Manager on an Explora network computer, you need:

| Xncdxpl | 2.7534 MB |
|---|-----------|
| mwm.xpl | 1.7465 |
| Total memory used by Motif Window Manager | 4.4999 MB |

An Explora equipped with 4 MB of memory has insufficient memory to run the Motif Window Manager. It requires at least 6 MB of memory.

If you need to add memory to your NC, use the instructions in your model's installation manual or memory booklet to determine the possible memory configurations for your NC model and how to install the new memory SIMMS.

Notes on Memory Needs for Commonly Used Features

The minimum memory configuration on an Explora and Explora Pro network computer (4 MB) is not sufficient for running either the Motif Window Manager or the NCD 3270 Terminal Emulator.

You need a minimum of 16 MB of memory in your NC to run the NCD Mosaic Browser and a minimum of 16 MB of memory to run Java. If you want to run both the browser and Java together, you need a minimum of 24 MB of memory. NCD recommends 32 MB of memory in your NC for running the browser and Java together.

Programs that use XIE require a minimum of 16 MB of memory. Your memory requirements might vary depending on the applications you are using, along with the sizes and number of images being displayed simultaneously.

For many programs that use only the DIS portion of XIE, 8 MB of memory may be adequate.

You need a minimum of 16 MB of memory in your NC to support the OpenGL graphics extension. Because memory requirements might vary depending on the applications you are using, NCD recommends 32 MB of memory in your NC for supporting OpenGL.

You need a minimum of 16 MB of memory in your NC to support Display PostScript (DPS). NCD recommends 24 MB of memory in your NC to support DPS.

Table 3 Memory Used on Explora, Explora Pro, and Explora 400/450Series NCs

| NCDware Feature Used | Туре | Module Filename | Approx. Memory <i>Used by</i> Loading Module (MB) |
|--|------|---|---|
| Core X server on Explora | CS | Xncdxpl | 2.7534 |
| Core X server on Explora Pro | | | 2.6835 |
| Core X server on Explora 400 | | | 2.7183 |
| Core X server on Explora 450 | | | 2.7199 |
| 3270 client library | L | libbrx.xpl | 0.0179 |
| 3270 terminal emulator (<i>ncd3270</i>) | С | tn3270.xpl | 0.7150 |
| 3287 print emulator (<i>ncd3287</i>) | С | 3287.xpl | 0.0484 |
| Audio | E | audio.xpl | 0.0844 |
| Change Setup Parameters (<i>ncdsetup</i> client) | C | setup.xpl | 0.1622 |
| Change User Preferences (<i>ncdpref</i> client) | С | pref.xpl | 0.0964 |
| Clock client (ncdclock) | С | clock.xpl (with implicit loading of libXaw and libXmu) | 0.3452 |
| CTerm library | L | libcterm.xpl | 0.0229 |
| Java Virtual Machine ¹ | С | audio.xpl | 0.0844 |
| | | jagent.xpl | 0.1800 |
| | | java.xpl | 0.1652 |
| | | jawt.xpl | 1.6082 |
| | | jjpeg.xpl | 0.2309 |
| | | jmmedia.xpl | 0.1710 |
| | | jnet.xpl | 0.1731 |

| NCDware Feature Used | Туре | Module Filename | Approx. Memory <i>Used by</i> Loading Module (MB) |
|--|------|---|---|
| Keymap Editor (<i>keymap_editor</i>) | С | keymap.xpl | 0.2533 |
| LAT protocol | Р | latproto.xpl | 0.0255 |
| Lightpen support | С | lightpen.xpl | 0.0062 |
| Local File Manager | D | filed.xpl | 0.0198 |
| Login New X Session (<i>ncdlogin</i>) | С | login.xpl | 0.1132 |
| Motif Window Manager ² (local <i>mwm</i>) | С | mwm.xpl (with implicit loading of libXm and libXt) | 1.7465 |
| NCD Mosaic Browser ³ | C | auplayer.xpl browser.xpl desktop.xpl | 0.0064 3.1723 0.0046 |
| | | jmosaic.xpl libprapi.xpl nmos128.xpl | 0.1685 0.0381 4.1104 |
| | | nmosaic.xpl nmosaice.xpl nmosprt.xpl | 3.1716 4.1105 1.5923 |
| | | (with implicit loading of libx2 , libxt , libxm , and libmos) | |
| NCD Terminal Emulator (<i>ncdterm</i>) | C | term.xpl | 0.2859 |
| NCD Window Manager (<i>ncdwm</i>) | C | wm.xpl | 0.2610 |
| NFS daemon | D | nfsd.xpl | 0.0222 |
| PPP/SLIP daemon ⁴ | D | pppd.xpl | 0.0422 |
| PPP/XRemote library ⁴ | L | libppp.xpl | 0.0157 |
| Serial daemon | D | seriald.xpl | 0.0080 |
| Show Statistics (<i>ncdstats</i>) | C | stats.xpl | 0.1336 |
| Show Version, Show Memory, and Show X Connections (<i>ncdshow</i>) | С | show.xpl | 0.0216 |
| SIE | E | sie.xpl | 0.0249 |
| SNMP | D | snmpd.xpl | 0.0391 |
| Test Network (<i>ncdtestnet</i>) | С | test.xpl | 0.0081 |
| Touch screen calibration (<i>touchscreen</i>) | C | touchscr.xpl | 0.0154 |
| X lib non-core functions | L | libx2.xpl | 0.0362 |
| XDM authentication | L | xdmauth.xpl | 0.0591 |
| XIE ⁵ | E | xie.xpl | 0.2374 |
| Xinput | E | xinput.xpl | 0.0686 |
| XRemote ⁴ | Е | xremote.xpl | 0.0645 |
| Xremote print daemon | D | rprintd.xpl | 0.0107 |
| Xtest | E | xtest.xpl | 0.0046 |

Table 3 Memory Used on Explora, Explora Pro, and Explora 400/450Series NCs (Continued)

Table 3 Memory Used on Explora, Explora Pro, and Explora 400/450Series NCs (Continued)

| NCDware Feature Used | Туре | Module Filename | Approx. Memory <i>Used by</i> Loading Module (MB) |
|----------------------|------|-----------------|---|
| Xtrap | E | xtrap.xpl | 0.0217 |

- ¹ Java Virtual Machine requires all of the listed modules to operate.
- ² The Motif Window Manager and video clients share a common library. Consequently, loading more than one of them requires less memory than total requirement of the components.
- ³ NCD Mosaic Browser requires one of the modules nmosaic.xpl, nmosaice.xpl, or nmos128.xpl depending on the desired encryption level, plus all of the remaining listed modules to operate. The browser loads auplayer.xpl only if it encounters audio clips. It loads libprapi.xpl and nmosprt.xpl only if the user selects the Print button. It loads jmosaic.xpl only when Java runs.
- ⁴ The XRemote extension and PPP support share a common library. Consequently, loading both requires less memory than total requirement of the components.
- ⁵ Only the DIS portion of XIE is available for the Explora, Explora Pro, and Explora 400/450 series NCs.

Legend: C=Local client, CS=Core server, D=Daemon, E=Extension, L=Library

| NCDware Feature Used | Туре | Module Filename | Approx. Memory <i>Used by</i> Loading Module (MB) |
|--|------|---|---|
| Core X server | CS | Xncdxpt | 3.6705 |
| 3270 client library | L | libbrx.xpt | 0.0199 |
| 3270 terminal emulator (<i>ncd3270</i>) | С | tn3270.xpt | 0.7784 |
| 3287 print emulator (<i>ncd3287</i>) | С | 3287.xpt | 0.0678 |
| Audio | Е | audio.xpt | 0.0862 |
| Change Setup Parameters (<i>ncdsetup</i> client) | С | setup.xpt | 0.1871 |
| Change User Preferences (<i>ncdpref</i> client) | С | pref.xpt | 0.1140 |
| Clock client (<i>ncdclock</i>) | С | clock.xpt (with implicit loading of libXaw and libXmu) | 0.3696 |
| CTerm library | L | libcterm.xpt | 0.0236 |
| Display PostScript (DPS) | Е | dps.xpt | 2.0370 |

Table 4 Memory Used on Explora 700 NCs

| NCDware Feature Used | Туре | Module Filename | Approx. Memory <i>Used by</i> Loading Module (MB) |
|--|------|---|---|
| Java Virtual Machine ¹ | С | audio.xpt | 0.0862 |
| | | jagent.xpt | 0.1818 |
| | | java.xpt | 0.1672 |
| | | jawt.xpt | 1.6870 |
| | | jjpeg.xpt | 0.2392 |
| | | jmmedia.xpt | 0.1729 |
| | | jnet.xpt | 0.1746 |
| Keymap Editor (<i>keymap_editor</i>) | C | keymap.xpt | 0.2685 |
| LAT protocol | P | latproto.xpt | 0.0227 |
| Local File Manager | D | filed.xpt | 0.0211 |
| Login New X Session (<i>ncdlogin</i>) | C | login.xpt | 0.1223 |
| Motif Window Manager ² (local <i>mwm</i>) | С | <pre>mwm.xpt (with implicit loading of libXm and libXt)</pre> | 1.8738 |
| Multi-buffering ³ | E | multibuf.xpt | 0.0130 |
| NCD Mosaic Browser ⁴ | С | audioplayer.xpt | 0.0069 |
| | | browser.xpt | 3.5020 |
| | | desktop.xpt | 0.0048 |
| | | jmosaic.xpt | 0.1712 |
| | | libprapi.xpt | 0.0071 |
| | | nmos128.xpt nmosaic.xpt | 4.5060 3.4783 |
| | | nmosaice.xpt | 4.5061 |
| | | nmosprt.xpt (with implicit loading of libx2 , | 1.6671 |
| | | libxt, libxm, and libmos) | |
| NCD Terminal Emulator | C | term.xpt | 0.3242 |
| (ncdterm) | С | _ | 0.0000 |
| NCD Window Manager (<i>ncdwm</i>) | - | wm.xpt | 0.2939 |
| NFS daemon | D | nfsd.xpt | 0.0223 |
| OpenGL support | E | opengl.xpt | 1.4411 |
| PEX ³ | E | pex.xpt | 0.6108 |
| PPP/SLIP daemon ⁵ | D | pppd.xpt | 0.0423 |
| PPP/XRemote library ⁵ | L | libppp.xpt | 0.0158 |
| Serial daemon | D | seriald.xpt | 0.0081 |
| Shared memory ⁶ | E | mitshm.xpt | 0.0038 |
| Show Statistics (<i>ncdstats</i>) | C | stats.xpt | 0.1465 |
| Show Version, Show Memory, and Show X Connections (<i>ncdshow</i>) | С | show.xpt | 0.0199 |
| SIE | Е | sie.xpt | 0.0252 |
| SNMP | D | snmpd.xpt | 0.0400 |
| StarWorks support ² | L | starwrks.xpt | 0.3586 |
| SYNC extension | E | sync.xpt | 0.0156 |

Table 4 Memory Used on Explora 700 NCs (Continued)

| NCDware Feature Used | Туре | Module Filename | Approx. Memory <i>Used by</i> Loading Module (MB) |
|--|------|-----------------|---|
| Test Network (<i>ncdtestnet</i>) | C | test.xpt | 0.0083 |
| Touch screen calibration (<i>touchscreen</i>) | C | touchscr.xpt | 0.0175 |
| Video decoder ^{2, 6} (<i>video</i>) | C | video.xpt | 0.7579 |
| Video Player ^{2, 6} (vp and ncdsendvideo) | C | vp.xpt | 0.9651 |
| X lib non-core functions | L | libx2.xpt | 0.0382 |
| XDM authentication | L | xdmauth.xpt | 0.0580 |
| XIE | E | xie.xpt | 0.5469 |
| Xinput | E | xinput.xpt | 0.0702 |
| XRemote ⁵ | E | xremote.xpt | 0.0642 |
| Xremote print daemon | D | rprintd.xpt | 0.0110 |
| Xtest | E | xtest.xpt | 0.0051 |
| Xtrap | E | xtrap.xpt | 0.0221 |

Table 4 Memory Used on Explora 700 NCs (Continued)

¹ Java Virtual Machine requires all of the listed modules to operate.

- ² The Motif Window Manager and video clients share a common library. Consequently, loading more than one of them requires less memory than total requirement of the components.
- ³ The module **pex.xpt** includes the **multibuf.xpt** module.
- ⁴ NCD Mosaic Browser requires one of the modules nmosaic.xpt, nmosaice.xpt, or nmos128.xpt depending on the desired encryption level, plus all of the remaining listed modules to operate. The browser loads auplayer.xpt only if it encounters audio clips. It loads libprapi.xpt and nmosprt.xpt only if the user selects the Print button. It loads jmosaic.xpt only when Java runs.
- ⁵ The XRemote extension and PPP support share a common library. Consequently, loading both requires less memory than total requirement of the components.
- ⁶ The video modules **video.xpt** and **vp.xpt** include the **mitshm.xpt** module.

Legend: C=Local client, CS=Core server, D=Daemon, E=Extension, L=Library

Table 5 Memory Used on HMX NCs

| NCDware Feature Used | Туре | Module Filename | Approx. Memory <i>Used by</i> Loading Module (MB) |
|--|------|-----------------|---|
| Core X server | CS | Xncdhmx | 3.3023 |
| 3270 client library | L | libbrx.hmx | 0.0199 |
| 3270 terminal emulator (<i>ncd3270</i>) | C | tn3270.hmx | 0.7835 |
| 3287 print emulator (<i>ncd3287</i>) | C | 3287.hmx | 0.0557 |
| Audio | E | audio.hmx | 0.0809 |
| Change Setup Parameters (<i>ncdsetup</i> client) | С | setup.hmx | 0.1942 |

| NCDware Feature Used | Туре | Module Filename | Approx. Memory <i>Used by</i> Loading Module (MB) |
|--|------|---|---|
| Change User Preferences (<i>ncdpref</i> client) | С | pref.hmx | 0.1194 |
| Clock client (<i>ncdclock</i>) | С | clock.hmx (with implicit loading of libXaw and libXmu) | 0.3698 |
| CTerm library | L | libcterm.hmx | 0.0236 |
| Display PostScript (DPS) | E | dps.hmx | 2.0370 |
| Java Virtual Machine ¹ | С | audio.xpt | 0.0809 |
| | | jagent.xpt | 0.1818 |
| | | java.xpt | 0.1672 |
| | | jawt.xpt | 1.6870 0.2388 |
| | | jjpeg.xpt jmmedia.xpt | 0.1729 |
| | | jnet.xpt | 0.1720 |
| Keymap Editor (<i>keymap_editor</i>) | С | keymap.hmx | 0.2729 |
| LAT protocol | Р | latproto.hmx | 0.0299 |
| Local File Manager | D | filed.hmx | 0.0211 |
| Login New X Session (<i>ncdlogin</i>) | С | login.hmx | 0.1257 |
| Motif Window Manager ² (local <i>mwm</i>) | С | mwm.hmx (with implicit loading of libXm and libXt) | 1.8752 |
| Multi-buffering ³ | E | multibuf.hmx | 0.0130 |
| NCD Mosaic Browser ⁴ | C | audioplayer.xpt | 0.0069 |
| | | browser.xpt | 4.1587 |
| | | desktop.xpt | 0.0047 |
| | | jmosaic.xpt libprapi.xpt | 0.1712 0.0071 |
| | | nmosaic.xpt | 4.1577 |
| | | nmosaice.xpt | 4.4981 |
| | | nmos128.xpt | 4.4981 |
| | | nmosprt.xpt | 1.6671 |
| | | (with implicit | |
| | | loading of libx2 , | |
| | | libxt, libxm, and libmos) | |
| NCD Terminal Emulator (<i>ncdterm</i>) | C | term.hmx | 0.3138 |
| NCD Window Manager (<i>ncdwm</i>) | С | wm.hmx | 0.2828 |
| NFS daemon | D | nfsd.hmx | 0.0223 |
| OpenGL support | E | opengl.hmx | 1.4395 |
| PEX ³ | E | pex.hmx | 0.6205 |
| PPP/SLIP daemon ⁵ | D | pppd.hmx | 0.0465 |
| PPP/XRemote library⁵ | L | libppp.hmx | 0.0195 |
| Serial daemon | D | seriald.hmx | 0.0082 |
| Shared memory ⁶ | E | mitshm.hmx | 0.0038 |

Table 5 Memory Used on HMX NCs (Continued)

| NCDware Feature Used | Туре | Module Filename | Approx. Memory <i>Used by</i> Loading Module (MB) |
|--|------|-----------------|---|
| Show Statistics (<i>ncdstats</i>) | C | stats.hmx | 0.1530 |
| Show Version, Show Memory, and Show X Connections (<i>ncdshow</i>) | C | show.hmx | 0.0199 |
| SIE | E | sie.hmx | 0.0252 |
| SNMP | D | snmpd.hmx | 0.0400 |
| StarWorks support ² | L | starwrks.hmx | 0.3605 |
| SYNC extension | E | sync.hmx | 0.0156 |
| Test Network (<i>ncdtestnet</i>) | C | test.hmx | 0.0083 |
| Touch screen calibration (<i>touchscreen</i>) | C | touchscr.hmx | 0.0175 |
| Video decoder ^{2, 6} (<i>video</i>) | С | video.hmx | 0.7565 |
| Video Player ^{2, 6} (vp and ncdsendvideo) | C | vp.hmx | 0.9677 |
| X lib non-core functions | L | libx2.hmx | 0.0382 |
| XDM authentication | L | xdmauth.hmx | 0.0578 |
| XIE | E | xie.hmx | 0.5469 |
| Xinput | E | xinput.hmx | 0.0702 |
| XRemote ⁵ | E | xremote.hmx | 0.0679 |
| Xremote print daemon | D | rprintd.hmx | 0.0113 |
| Xtest | E | xtest.hmx | 0.0051 |
| Xtrap | E | xtrap.hmx | 0.0221 |

Table 5 Memory Used on HMX NCs (Continued)

¹ Java Virtual Machine requires all of the listed modules to operate.

- ² The Motif Window Manager and video clients share a common library. Consequently, loading more than one of them requires less memory than total requirement of the components.
- ³ The module **pex.hmx** includes the **multibuf.hmx** module.
- ⁴ NCD Mosaic Browser requires one of the modules nmosaic.hmx, nmosaice.hmx, or nmos128.hmx depending on the desired encryption level, plus all of the remaining listed modules to operate. The browser loads auplayer.hmx only if it encounters audio clips. It loads libprapi.hmx and nmosprt.hmx only if the user selects the Print button. It loads jmosaic.hmx only when Java runs.
- ⁵ The XRemote extension and PPP support share a common library. Consequently, loading both requires less memory than total requirement of the components.
- ⁶ The video modules **video.hmx** and **vp.hmx** include the **mitshm.hmx** module.

Legend: C=Local client, CS=Core server, D=Daemon, E=Extension, L=Library

CD-ROM Content and Space Requirements

Table 6 lists the contents of the NCDware CD-ROM, including the approximate required disk space in kilobytes (KB).

Table 6 NCDware Content

| Description | Disk Space (Approx, KB) |
|--|----------------------------|
| Host-side binaries and bootp files | 5 |
| AIX | 4229 |
| HP-UX | 6455 |
| IRIX | 5146 |
| Motorola ¹ | 11783 |
| Solaris | 12980 |
| Solaris (x86) | 4084 |
| SunOS | 10652 |
| Man pages | 1102 |
| Fonts | |
| dps (DPS fonts and startup files) | 3533 |
| PEX (3D PEX fonts) | 29 |
| Speedo (scalable fonts for use with font server) | 532 |
| Type1 (Type 1 fonts for use with font server) | 833 |
| 100dpi (100 dpi fonts) | 3660 |
| 75dpi (75 dpi fonts) | 3163 |
| Xol (OpenWindows fonts) | 312 |
| dw100dpi (100 dpi fonts for DECwindows) | 1060 |
| dw75dpi (75 dpi fonts for DECwindows) | 704 |
| misc (miscellaneous fonts) | 2417 |
| java (fonts for use by Java and the browser) | 4542 |
| Font server | 2 |
| X Servers and Modules | |
| Xncdhmx (uncompressed) | 2520 |
| Xncdhmx.bl (compressed) | 1689 |
| HMX modules | 15533 |
| Xncdxpl (uncompressed) | 2221 |
| Xncdxpl.bl (compressed) | 1522 |
| Explora, Explora Pro, Explora 400/450 modules | 9921 |
| Xncdxpt (uncompressed) | 2363 |

| Description | Disk Space (Approx, KB) |
|--|----------------------------|
| Xncdxpt.bl (compressed) | 1603 |
| Explora 700 modules | 15524 |
| Miscellaneous | |
| Keysym database file (XkeysymDB) | 4 |
| Color database file (rgb.txt | 18 |
| Parameter documentation file (configd.doc) | 339 |
| SNMP database files (mib.my and mib.txt) | 589 |
| Configuration files (configs) | 345 |
| Java classes directory (java) | 4267 |
| Browser help files directory (help) | 88 |
| Time zone information (zoneinfo) | 405 |
| Users directory for the browser (users) | 6 |

Table 6 NCDware Content (Continued)

NCD has not tested and does not provide Technical Support for Motorola binaries included in this release.

Binaries for NCD Utilities

Table 7 describes binaries provided for the SunOS, Solaris, AIX, HP-UX, and IRIX platforms.

| Table 7 | Binary | Files for | NCD | Utilities |
|---------|--------|-----------|-----|-----------|
|---------|--------|-----------|-----|-----------|

| Utility | Description |
|------------------------|---|
| | General |
| bootpd bootptab.ncd | BOOTP protocol files provided for SunOS, Solaris, HP-UX, IRIX, and AIX: a <i>bootpd</i> (8) binary and an example bootptab file |
| makepsres | Creates or updates PostScript resource files |
| ncdcfgcvt | Converts configuration files from NCDware 2.4 format to NCDware 3.2.1 format |
| ncdcon | Support utility for serial devices |
| ncddm | NCD Display Manager daemon used for providing NFS and local client security and establishing local client environment variables |
| ncdfloppy | Manages DOS-compatible file system on floppy drive connected to an NCD network computer |
| ncdlauncher | Host-based application launcher |
| ncdloadprefs | Loads a user preferences file into the network computer |

| Utility | Description | |
|---------------------------|---|--|
| ncdloguser | Support utility used by NCD Display Manager | |
| ncdquery | Lists the values of selected SNMP variables for a network computer | |
| ncdreset | Remotely resets a network computer | |
| ncdrestartwm | Restarts the local window managers | |
| ncdrunterm | Terminal emulator client without security | |
| ncdrunwm | Starts local window managers | |
| ncdsendvideo | Starts the Video Player | |
| ncdwm | Provides a host-based version of the NCD Window Manager | |
| resize | Sets TERMCAP and network computer settings to the current window size | |
| xdm | X Display Manager with support for XDMCP | |
| xinitremote | Startup script for XRemote | |
| Xremote | Helper program for XRemote | |
| | Fonts | |
| mkfdir | Utility for adding Adobe outline fonts to the fonts.scale file | |
| ncdbdftopcf | Converts fonts from Bitmap Distribution Format (BDF) to Portable Compiled Format (PCF) | |
| ncdfs | The NCD font server | |
| ncdfsinfo | Provides information about the font server | |
| ncdfslsfonts | Displays the X server font list for the font server | |
| ncdfstobdf | Reads fonts from a font server and creates a BDF file | |
| ncdmkfontdir | Creates a fonts.dir file from a directory of font files | |
| ncdshowfont | Displays data about fonts for the font server | |
| FLEXIm License Management | | |
| Imgrd | License manager daemon | |
| lmutil | Utilities | |
| ncdlicense | Client for license negotiation | |
| ncdlmd | Vendor daemon | |

| Utility | Description | | | |
|--|---|--|--|--|
| | Printing | | | |
| ascii.print dj.print dj.prologue lj.print lj.prologue lw.print ncdcanon ncdchr ncdecho | Support utilities used by <i>ncdlp</i> | | | |
| ncdlp | Sends a file to a printer connected to an NCD network computer; for use with ASCII, HP DeskJet, HP LaserJet, or PostScript printers | | | |
| ncdlprv | Support utility used by <i>ncdlp</i> | | | |
| ncdnetcon | Support utility used by <i>ncdprint</i> | | | |
| ncdpaginate | Support utility used by <i>ncdlp</i> | | | |
| ncdprint | Sends a file to a printer connected to an NCD network computer; for use with printers other than those supported by <i>ncdlp</i> | | | |
| ncdpsrv | Support utility used by <i>ncdlp</i> | | | |
| ncdreadn ncdtxt2ps | Support utilities used by <i>ncdlp</i> | | | |
| ncdxrcon | Support utility used by <i>ncdprint</i> | | | |

Table 7 Binary Files for NCD Utilities (Continued)

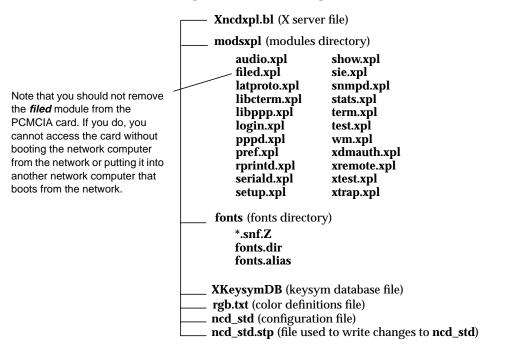
Quick Start PCMCIA Cards

Quick Start PCMCIA cards contain X server and support files for NCD network computers. Quick Start PCMCIA cards are available in the 4 MB size for Explora, Explora Pro, and Explora 400/450 series network computers. The 12 MB Quick Start cards are available for all NCD network computers.

Quick Start PCMCIA cards are shipped write-protected. You cannot save configuration changes for the next reboot when the card is write protected. To write-enable the card, move the write-protect switch to the off position.



Do not change a PCMCIA card's write-protection without rebooting your network computer or you will corrupt the card and experience unpredictable results. If you want to change a card's write-protection, NCD recommends that you bring down your network computer, set the switch to the desired write-protection, and reboot your network computer. The 4 MB card contains a subset of NCDware, including modules needed for XRemote and such basic operations as NCD Window Manager, NCD Terminal Emulator, Change Setup Parameters, and login services. (See Figure 1.)





The 12 MB card includes the same modules as the 4 MB card plus modules for support of Java and the NCD Mosaic Browser on all NCs and MPEG video for the Explora 700 and HMX NCs. (See Figure 2.)

| | Xncdhmx.bl, Xncdxpl.bl, or Xncdxpt.bl () | K server file) |
|---|--|--|
| | modshmx, modsxpl, or modsxpt (module | s directory) |
| Note that you should not remove – the <i>filed</i> module from the PCMCIA card. If you do, you cannot access the card without booting the network computer from the network or putting it into another network computer that boots from the network. | 3287.xxxmitshm.xxxaudio.xxxnfsd.xxxauplayer.xxxnmosaice.xxxbrowser.xxxnmosprt.xxxdesktop.xxxpppd.xxxfiled.xxxpref.xxxjagent.xxxseriald.xxxjava.xxxseriald.xxxjawt.xxxseriald.xxxjipeg.xxxshow.xxxjimedia.xxxsie.xxxjinosaic.xxxsnmpd.xxxjint.xxxstats.xxxlatproto.xxxterm.xxxlibbrx.xxxtest.xxxlibbrx.xxxtest.xxxlibbrx.xxxtest.xxxlibppp.xxxvy.xxxlibprapi.xxxvy.xxxlibprapi.xxxxxxlibx2.xxxxxlibxm.xxxxxxxxxxlibxm.xxxxxlibxm.xxxxxlibxm.xxxxxlibxm.xxxxxlibxm.xxxxxlibxm.xxxxxlibxm.xxxxxlibxm.xxxxxlibxm.xxxxxlibx <td> The file extension is either .hmx, .xpl, or .xpt depending on which card you have. The video modules are available on the 12 MB cards for the Explora 700 (.xpt) and HMX family (.hmx); they are not available for the Explora, </td> | The file extension is either .hmx, .xpl, or .xpt depending on which card you have. The video modules are available on the 12 MB cards for the Explora 700 (.xpt) and HMX family (.hmx); they are not available for the Explora, |
| | libxt <i>.xxx</i> xtest <i>.xxx</i> login <i>.xxx</i> xtrap <i>.xxx</i> | Explora Pro, Explora 400/450 series. |
| | java (Java classes directory) help (HTML files for Browser) fonts (fonts directory) Directories for 100dpi, 75dpi, and mise fonts each include: *.snf.Z, fonts.dir, and fonts.alias | c |
| | XKeysymDB (keysym database file) rgb.txt (color definitions file) ncd_std (configuration file) ncd_std.stp (file used to write changes to n | cd_std) |

Figure 2 Organization of the 12 MB Quick Start PCMCIA Card

For more information about installing and using a Quick Start card, see *Installing Your PCMCIA Card* and the *NCDware System Administrator's Guide for UNIX Systems.*

For information about using the NCD Mosaic Browser on the Quick Start card, see "Using the Browser on a Quick Start Card" on page 26.

Changes and New Features

The following sections describe new features and changes in NCDware 5.0.129.

Explora 400/450 Series

NCDware 5.0.129 provides software support for the Explora 400/450 series network computers. These NCs consist of a circuit board in one of two bases, a monitor, a mouse, and a keyboard. You can purchase the NC alone or with a monitor. The two bases are:

- □ The space-saver base, with an ergonomic design with a small footprint
- □ The monitor support base, which supports the weight of a color monitor

The Explora 400/450 NCs are advanced network computers that include the following features:

- □ VGA/SVGA/XGA/SXGA monitor support
- \Box PS/2 mouse support
- □ Multiple keyboard choices
- □ Serial (RS-232 C) port
- Parallel port
- □ Externally accessible PCMCIA card slot
- □ Audio output (except on the Explora 450 with the optional thin coaxial Ethernet connection)
- □ ENERGY STAR compliance for energy efficiency

See Installing Your Explora 400/450 Series Network Computer for more information.

Table 8 compares the features of the Explora 400 and Explora 450.

Table 8 Explora 400/450 Feature Comparison

| Feature | Explora 400 | Explora 450 |
|------------|---|---|
| CPU | PowerPC 403GA, 33 MHz | PowerPC 403GCX, 66 MHz |
| Memory | 8 MB standard, 128 MB maximum, fast- page mode | 8 MB standard, 128 MB maximum, EDO-mode |
| Graphics | S3 TRIO64V2/DX, 1 MB EDO DRAM, used as a frame buffer, 1152x900 maximum | S3 TRIO64V2/DX, 2 MB EDO DRAM, used as a frame buffer, 1280x1024 maximum |
| Networking | Twisted-pair 10BaseT Ethernet | Twisted-pair 10/100BaseT Ethernet standard and optional thin coax Ethernet in place of audio output |

Explora 700

NCDware 5.0.129 provides software support for the Explora 700 network computer (NC). This NC consists of a circuit board in a base, a monitor, a mouse, and a keyboard. You can purchase the NC alone or with a monitor. The Explora 700 NC is an advanced network computer that includes the following features:

- □ MIPS R4700, 150 MHz CPU
- □ Standard memory of 8 MB memory can be increased to a maximum of 256 MB
- □ Twisted pair 10/100BaseT Ethernet
- □ Thin coaxial Ethernet
- □ VGA/SVGA/XGA/SXGA monitor support
- \Box PS/2 mouse support
- □ Multiple keyboard choices
- □ Serial (RS-232 C) port
- Parallel port
- □ Externally accessible PCMCIA card socket
- □ Audio output
- □ ENERGY STAR compliance for energy efficiency

See *Installing Your Explora 700 Network Computer* for more information.

Java Virtual Machine and Applet Viewer

Java Virtual Machine (JVM) 1.0.2 is a network programming environment for creating and running embedded Java applets and standalone Java applications.

JVM requires a license for each network computer. Contact your sales representative if you need to purchase licenses.

The user programs included with the JVM are:

- □ The *java* program, which allows users to run complete Java applications.
- □ The *appletviewer* program, which is a Java application that allows you to run applets in an applet viewer window. Although *appletviewer* allows you to run applets embedded in an HTML page, it does not display any of the surrounding HTML data.
 - **Note** The *appletviewer* program does not provide print capability; this must be provided by the applet or standalone Java application.

You can start *java* and *appletviewer* from the Console's Utilities menu. You can run applets and Java applications that reside on the local network or the World Wide Web.

See the *NCDware User's Guide* and the *NCDware System Administrator's Guide for UNIX Systems* for more information.

NCD Mosaic Browser

NCD Mosaic Browser is an Internet browser that you can use to view sites on the World Wide Web (Web) and other Internet resources, provided that you have an Internet connection. The browser is based on Version 3.2 of Spyglass Mosaic and supports JavaScript Version 1.1. You can print from the browser to a local printer attached to your network computer and to remote printers. You start the browser from the Console's Utilities menu.

The browser requires a license for each network computer. Contact your sales representative if you need to purchase licenses.

NCD Mosaic Browser does not support background audio. Background audio is the music used by some Web sites.

The browser supports Java applets that require basic authentication as supported by JVM 1.1.0.

Note NCD Mosaic Browser might attempt to use fonts, such as Palatino and ITC, that are not supplied by NCD. If you want to use these fonts, you must add them to your font path.

See the NCDware User's Guide and the NCDware System Administrator's Guide for UNIX Systems for more information.

Decreasing Start Time for the Browser

To decrease the time it takes for the NCD Mosaic Browser to start, use the **modules-load-policy** parameter to add the browser modules to your configuration file so that the browser loads automatically at boot time. (Note that this slightly increases the time it takes for the NC to boot.)

The required browser modules are:

modules-load-policy = {
 {"libx2" at-boot}
 {"libxt" at-boot}
 {"libxm" at-boot}
 {"libmos" at-boot}
 {"desktop" at-boot}
 {"browser" at-boot}
 {"nmosaic" at-boot}}

Note You must add all the modules listed above, in the order listed, to your configuration file for the browser to load automatically at boot time.

Use **nmosaic** to run the browser without encryption. Use **nmosaice** to run the browser with 40-bit encryption. Domestic USA users can also use **nmos128** to provide a higher level, 128-bit, encryption.

Using the Browser on a Quick Start Card

If you are using the NCD Mosaic Browser from a Quick Start PCMCIA card, the functionality differs from that of the browser downloaded from a network host. The differences depend on the external network services available to the browser.

In environments in which the NCD Display Manager (*ncddm*) and NFS (Network File System) are operating on a host accessible to the network computer:

- □ You cannot change the browser preference files easily because the card is write-protected
- ❑ You can use only the 40-bit encrypted version of the browser (nmosaice). If you set Setup ⇒ Change Setup Parameters ⇒ Browser ⇒ Browser Module to select any other than nmosaice, the browser does not load.

In environments in which no host is available to provide services, the differences are greater:

- □ Without NFS file services, browser function is limited:
 - The user cannot view the source for HTML files
 - The Save As and Open Local commands cannot list either files in a directory or directories in a directory. Therefore, the user cannot navigate through a directory tree by clicking on directory names.
 - Helpers cannot be used
 - Preference files cannot be written
- □ If you need additional fonts, you must add them to the Quick Start card
- □ You cannot save a hotlist or history file from session to session
- □ The .nmosaic-prefs and the .nmosaic-viewers-default files are not contained on the card, so the parameters normally contained in them cannot be changed
- □ You cannot play video or audio links because they require temporary storage for downloading data prior to playback

NCD Display Manager

| | The NCD Display Manager is a host-based daemon that provides local clients with information about the user currently logged in. The NCD Display Manager and a helper utility, <i>ncdloguser</i> , are installed and started on the login host when you use <i>ncdinstall</i> to install NCDware and select NFS as the file access method. <i>ncdloguser</i> records information in a log file for use by NCD Display Manager. You must manually enable the NCD Display Manager in the network computer's Setup menus. |
|------------------|--|
| | If the NCD Display Manager is enabled on the network computer, the network computer queries the host-based daemon for the user's name (<i>USER</i>), home directory (<i>HOME</i>), and the UID and GID. The login user's home directory is added to the network computer's file service table, but you must arrange to export it from the host. |
| | See the <i>NCDware System Administrator's Guide for UNIX Systems</i> for more information. |
| Light Pen | |
| - | The Explora, Explora Pro, and Explora 400/450 series of network computers support the FTG Data Systems PXL-795 light pen. |
| | You can use a light pen in place of a mouse or you can use it in conjunction with a mouse. |
| | A light pen must detect light in order to determine its position on a display. As a result, you cannot use your light pen in areas of the display that are very dim or completely black unless you enable the light pen's blue flood feature. |
| | See the NCDware User's Guide for more information. |
| Document Imaging | Subset (DIS) |
| | The DIS portion of XIE is supported on the Explora, Explora Pro, and Explora 400/450 series network computers. DIS provides basic imaging functions such as rotation, scaling, and compression and decompression of images. It replaces SIE (Simple Imaging Extension) provided in earlier NCDware releases for the Explora and Explora Pro. |
| | Full XIE capability is supported on the HMX and Explora 700 network computers. |
| Wireless Support | |
| | A wireless network consists of wireless Explora network computers and Proxim wireless LAN Access Points attached to an Ethernet network. Network computers can use Access Points to boot and to communicate with hosts on the Ethernet network. |
| | |

| | Wireless network computers have the same access to network application software, printers, e-mail, and other network services as do network computers connected to the network through Ethernet cabling. |
|-----|--|
| | Explora 400/450 series network computers can be used on a wireless network. Each wireless NC must have a Proxim RangeLAN2 7200 or 7400 wireless LAN adapter installed. The LAN adapter is a PCMCIA card (PC card) with an antenna and is an optional item that you can purchase from Proxim, Inc. The LAN adapter functions as an Ethernet network interface without a cable. |
| | For wireless use, the NC must have Boot Monitor 2.9 or later, which includes the wireless commands and other features for wireless use. |
| | There must be at least one Proxim Access Point connected to an Ethernet network. Network computers must have IP addresses on the same subnet as the Access Point. Therefore, each subnet involved in the wireless network must have its own Access Point(s). |
| | NCDware 5.0.129 must be installed on an Ethernet network host that is accessible by the wireless network computers. |
| | See the <i>NCDware System Administrator's Guide for UNIX Systems</i> for more information. |
| PEX | |
| | NCDware 5.0.129 is the last release of NCDware to support PEX. PEX is a 3D graphics extension to the X Window System protocol. HMX and Explora 700 models of NCD network computers support PEX options. |
| | NCDware provides OpenGL as a replacement for PEX. The OpenGL |

NCDware provides OpenGL as a replacement for PEX. The OpenGL graphics extension included in NCDware provides support needed to run OpenGL-based graphics programs with output to the HMX and Explora 700 network computer models.

Remote Configuration File Updates and Parameter Changes

The following sections describe:

- □ New remote configuration parameters
- **D** Revised remote configuration parameters
- □ An obsolete remote configuration parameter

The *Remote Configuration Parameter Quick Reference* describes the remote configuration parameters in detail.

New Remote Configuration Parameters

This release of NCDware includes the new remote configuration parameters listed in Table 9.

Table 9 New Remote Configuration Parameters

| Parameter Name | Description |
|--------------------------------|---|
| boot-prom-update-file | Updates the Boot Monitor when the network computer is rebooted. |
| browser-auto-load-images | Specifies if the NCD Mosaic Browser will automatically load Web pages. |
| browser-cache-size | Specifies maximum size of the memory cache in kilobytes. |
| browser-environment | Specifies the variables for the NCD Mosaic Browser. |
| browser-ftp-proxy-host | Specifies the host that runs an FTP proxy server. |
| browser-ftp-proxy-host-port | Specifies the TCP/IP port on which the FTP proxy server listens for connections. |
| browser-ftp-proxy-overrides | Specifies the FTP proxy domains that avoid or override the proxy host. |
| browser-gopher-proxy-host | Specifies the host that runs a gopher proxy server. |
| browser-gopher-proxy-host-port | Specifies the TCP/IP port on which the gopher proxy server listens for connections. |
| browser-gopher-proxy-overrides | Specifies the gopher proxy domains that avoid or override the proxy host. |
| browser-home-page | Specifies the home page loaded by the NCD Mosaic Browser when it starts. |
| browser-http-proxy-host | Specifies the host that runs an HTTP proxy server. |
| browser-http-proxy-host-port | Specifies the TCP/IP port on which the HTTP proxy server listens for connections. |
| browser-http-proxy-overrides | Specifies the HTTP proxy domains that avoid or override the proxy host. |
| browser-java-applets | Specifies that Java applets are executed when included in Web contents. |
| browser-jscript-active | Specifies that Jscript/JavaScript routines are executed when Web contents are loaded. |
| browser-max-connections | Specifies the maximum number of TCP/IP connections that the NCD Mosaic Browser can open concurrently. |
| browser-module | Specifies the NCD Mosaic Browser module that is loaded. |
| browser-print-table | Specifies the printers available for printing from the NCD Mosaic Browser. By default, this is an empty table. |

| browser-show-tool-bar | Specifies that the NCD Mosaic Browser toolbar is displayed. |
|-------------------------------|--|
| browser-smtp-email-server | Specifies the SMTP electronic mail server host. |
| browser-socks-host | Specifies the host that runs the SOCKS daemon, which approves requests from outside the local network for a network resource. |
| browser-socks-port | Specifies the TCP/IP port on which the SOCKS daemon listens for connections. |
| exec-command-menu | Specifies the local commands in the default root window menu. |
| exec-user-access-control | Specifies that requests to start local commands with a remote shell command are restricted to the user logged into the terminal. Takes effect only if the NCD Display Manager and XDM are running on the login host. |
| java-appletviewer-command | Specifies the Java command line for starting <i>appletviewer</i> . |
| java-cache-class-file | Specifies that the Java classes shipped with NCDware are loaded and cached in memory. |
| java-directory | Specifies the pathname of the directory where Java class and properties files are located. |
| login-ncddm-enabled | Specifies if the network computer should query the NCD Display Manager (<i>ncddm</i>) on the login host for the username, home directory, and NFS GID and UID of the user logged in on the network computer. The login host must be running a login service shell such as XDM. |
| login-ncddm-tcp-port | Specifies the TCP port on which the NCD Display Manager (<i>ncddm</i>) listens for requests for user information. |
| net-domain-channel | Specifies the domain number of a wireless Explora 400/450 network computer. |
| net-minimum-data-buffers | Specifies the minimum number of pre-allocated network buffers. Normally, network buffers are allocated as needed. |
| net-roaming-condition | Specifies the speed at which a wireless Explora 400/450 network computer roams from one Access Point to another. |
| pref-environment | Specifies environment variables for local clients. |
| pref-opengl-debug | Specifies that memory checks and debug statements are enabled. |
| tcp-default-mss-for-non-local | Specifies the segment sizes to be used when communicating with non-local hosts. |
| tcp-name-cache-ignore-case | Specifies that case is ignored when searching for a name in the local name cache. |

Table 9 New Remote Configuration Parameters (Continued)

| pwireless-interface-table | Lists Token-Ring status and parameter values for an 802.5 interface (read-only). Applies to Explora 400/450 network computers only. |
|--|---|
| pwireless-statistics-table | Lists wireless statistics (read-only). Applies to Explora 400/450 network computers only. |
| xserver-enable-local-lightpen- blue-flood | Enhances the lightpen's ability to distinguish light from dark. For Explora, Explora Pro, Explora 400/450 network computers only. |
| time-zone | Specifies the time zone file (in / usr/lib/X11/ncd/zoneinfo) corresponding to the location of the network computer. |

Table 9 New Remote Configuration Parameters (Continued)

Revised Remote Configuration Parameters

Table 10 summarizes changes to remote configuration parameters from NCDware 4.1 to NCDware 5.0.

| Parameter Name | Description of Changes |
|----------------------|---|
| modules-load-policy | The SNMP name has changed to ncdModulesLoadPolicy. The SNMP path for the index field has changed to ncdModulesLoadPolicyTable 1. The SNMP path for the name field has changed to ncdModulesLoadPolicyTable 2. The SNMP path for the policy field has changed to ncdModulesLoadPolicyTable 3. |
| time-offset-from-gmt | Specifies the offset from Greenwich Mean Time (GMT) in minutes instead of hours. |

Table 10 Revised Remote Configuration Parameters

Obsolete Remote Configuration Parameter

The ncd3270-enable-3270-emulation parameter is no longer available.

Changes in the Console

The following changes have been made in the Console:

- Numerous new parameters are accessible through the Setup menus. See "Remote Configuration File Updates and Parameter Changes" on page 28 for a list of new parameters. For their Console location, see the *Remote Configuration Parameter Quick Reference*.
- **□** The Utilities menu contains the following new items:
 - Utilities \Rightarrow Start Local Command displays a window where you can enter a command line for a local client or local command.

- Utilities \Rightarrow Start NCD Mosaic Browser starts the NCD Mosaic Browser.
- Utilities \Rightarrow Start Java Applet displays a window where you can type a URL for a Java applet.
- □ The Statistics menu contains the new item Statistics ⇒ Show Wireless that displays information about the wireless Access Point. This item appears on Explora, Explora Pro, and Explora 400/450 network computers only.

Recent Boot Monitor Changes

This section describes recent changes in Boot Monitor firmware, including:

- Current Boot Monitor versions for the HMX family of network computers (HMX, HMXpro, and HMXpro24), and the Explora, Explora Pro, Explora 400/450 series, and Explora 700 network computers
- □ Updating the Boot Monitor over the network for Explora 400/450 series and Explora 700 network computers

Boot Monitor 2.8

Boot Monitor 2.8 is the current version for the HMX family of network computers (HMX, HMXpro, and HMXpro24), and the Explora and Explora Pro network computers.

Boot Monitor 2.8.3 corrects a RAMDAC problem related to the video monitor that existed in version 2.8.2. It adjusts the RAMDAC clocks to correct the problem. The RAMDAC problem occurred on HMX network computers only.

Boot Monitor 2.9

Boot Monitor 2.9 is the current version for Explora 400/450 series and Explora 700 network computers. Boot Monitor 2.9 includes the features of previous versions in addition to:

- □ Support for the Explora 400/450 series and Explora 700 hardware platforms
- **Gamma** Support for the wireless network computer
- Determining the best resolution for the monitor and setting its resolution
- **Gamma** Support for Boot Monitor updates over the network

Updating the Boot Monitor

On Explora 400/450 series and Explora 700 network computers you can download an updated Boot Monitor from the host using a remote configuration file.



Do not turn off power to the network computer while the Boot Monitor is being updated. If the update process is interrupted before the new Boot Monitor is written to PROM, the Boot Monitor will not have the settings necessary to operate the NC. In that case, you would have to return the base to the factory for rework.

For this reason, NCD recommends that you promptly reboot NCs as soon as you have configured them for Boot Monitor update and that you not configure NCs for Boot Monitor update when power outages are likely to occur.

To download a new Boot Monitor version, set the **boot-prom-updatefile** parameter to the absolute pathname of a file that contains a new Boot Monitor image. Such files are available from NCD whenever the Boot Monitor is updated. When it boots, the NC attempts to update its boot PROM with the new image. The update process begins as soon as the NC receives and verifies the entire update file.

If the X server detects that the Boot Monitor in the NC is an earlier version, it downloads the new version. If the NC's Boot Monitor is the same or a later version, no action is taken. The update process takes about 15 seconds.

Problems Fixed Since NCDware 4.1

Since the release of NCDware 4.1, the known problems described in this section have been fixed. Problem numbers listed are the numbers by which the problems were identified in NCD's problem database.

Table 11 Summary of Problem Solutions Since NCDware 4.1

| Problem Number | Description of Solution |
|-------------------|---|
| 4954 | There is now a message indicating that parameters were successfully saved to NVRAM when you select Save to NVRAM from the File menu in Setup \Rightarrow Change Setup Parameters. |
| 7447 | A problem that resulted in memory depletion when running the Video Player in loop mode has been fixed. |
| 7601 | The Keyboard hide box's Enable Keyboard Autorepeat toggle, which is enabled by default, can now be disabled. |
| 7674 | Running <i>ncdsendvideo</i> on an x86 host with Solaris no longer results in a network computer panic. |
| 7678 | The item Restore Factory Defaults in the File menu has been changed to Restore Defaults. This item restores the network computer to the boot-time configuration. |

Known Problems

This section describes:

- □ Features of NCDware 5.0.129 that are not fully functional or may not work exactly as described in NCDware manuals
- Limitations in NCDware 5.0.129
- **Compatibility issues with certain host systems and applications**

Please contact NCD Technical Support if you need assistance with any of these problems. Refer to "In Case of Trouble" on page 42 for information on how to contact NCD Technical Support.

If there is a problem number from NCD's problem database, that number is included in the problem description.

Table 12 Summary of Problems

| Problem Number | Description of Problem |
|-------------------|---|
| | Audio |
| 9418 | You will hear popping sounds when you start or stop an audio file on Explora 700 network computers. |
| | Boot Monitor and NVRAM |
| | If you have run a new X server, and later decide to run an X server from a previous release, reset NVRAM to its default settings. At the Boot Monitor prompt (>), load defaults by using the 1 command, followed by the s command (save), and q command (quit). |
| 9504 | The boot monitor un command requires the file extension . dump , which is not consistent with the existing up command. For example: % un /mydir/crash.dump ncdip hostip gateway |
| | Booting the Network Computer |
| 9341 | If you select NFS as the file service during installation, the <i>ncdinstall</i> utility does not configure the TFTP file service. |
| 9363 | The Explora 400/450 series network computers require the NCDware 5.0 version of Xncdxpl . If you attempt by mistake to boot your Explora 400/450 series network computer using a previous version of Xncdxpl , the NC displays a misleading message, and does not boot: Starting server, please wait You must reboot using the NCDware 5.0 server version. |

| Problem Number | Description of Problem | |
|---|---|---|
| | Configuration | 1 |
| 4865 | you must specify the boot directory with | boot via NFS in the NVRAM Setup menus, a trailing slash (/). Otherwise, the network nple, if the boot directory is / tftpboot , specify |
| | In some cases, the network computer doe space in the X server filename. | s not boot correctly if you insert a leading |
| 9453 | NCDware sets the lat-service-directory-max-size parameter to zero in the configuration file, but zero is not a valid value for this parameter. When reboot NCDware displays a message stating that this is not a valid value. | |
| To correct this situation, either remove the lat-service-directory-max-siz from your configuration file, or set the parameter to a value between 25 a | | |
| | Console | |
| | The Clear All button in Statistics \Rightarrow Show parameters. Parameters for which the values of the statement of | |
| | font-object-count font-objects-currently-in-use font-total-fonts-loaded icmp-destination-unreachables-received icmp-destination-unreachables-transmitted icmp-packets-received icmp-packets-received icmp-packets-transmitted ip-packets-transmisted ip-packet-transmission-requests ip-packets-received ip-packets-received-and-delivered ip-packets-received-and-delivered ip-packets-received-and-delivered ip-packets-received-with-unknown-protocols net-available-buffers net-connection-control-structure-buffers net-connection-name-buffers net-interface-address-buffers net-number-of-interfaces net-packet-data-buffers net-reserved-data-buffers net-reserved-data-buffers net-total-buffers snmp-get-requests-received snmp-packets-received | snmp-packets-transmitted tcp-ack-only-packets-transmitted tcp-ack-packets-received tcp-established-connections tcp-maximum-retransmission-time tcp-minimum-retransmission-time tcp-packets-received tcp-packets-received tcp-packets-transmitted tcp-passive-connects-attempts tcpip-name-cache-hits tcpip-name-no-server-responses tcpip-name-requests tcpip-name-requests tcpip-name-server-hits tcpip-name-system-errors tftp-ack-packets-received tftp-file-read-requests-transmitted tftp-file-error-responses-received tftp-file-error-responses-received tftp-file-error-responses-received tftp-packets-retransmitted udp-packets-received udp-packets-received udp-packets-transmitted |

| Problem Number | Description of Problem |
|-------------------|--|
| | Cut and Paste Between Clients |
| | In NCD local clients, the default selection area is PRIMARY, but in OpenWindows, the selection area is CLIPBOARD. You must change PRIMARY to CLIPBOARD before attempting to cut and paste, using a resource similar to the following: |
| | *stringSelections: CLIPBOARD |
| | After this change, all local clients use CLIPBOARD instead of PRIMARY for all text selections. |
| 2076 | Key translations that specify multiple cut-and-paste selections or multiple cut buffers (such as translations for transferring data between local clients and OpenWindows clients) are not supported in local clients. |
| | Floppy Drive Support |
| 9419/9448 | The Explora 400/450 series and Explora 700 network computers might experience an occasional floppy drive failure. The NCD Console displays a message like the following when trying to run <i>ncdfloppy</i> : |
| | OPEN failed: Unable to find floppy device. |
| | Unable to initialize floppy drive. |
| | If you encounter this message, run <i>ncdfloppy</i> again. |
| | Fonts and Font Server |
| | If you use terminal emulation applications that make extensive use of line-drawing characters, make sure that the dw100dpi or dw75dpi font directory appears at the beginning of the network computer's font path. Otherwise, you may have trouble with both line-drawing characters and other special characters. |
| | Installation |
| 9038 | The NCDware CD insert contains installation procedures for installing NCDware on UNIX and WinCenter hosts. For information about manual installation, contact NCD Technical Support. |
| 9209 | The <i>ncdinstall</i> utility aborts if it gets a bad link with this error message: test: argument expected. |
| | Java Virtual Machine |
| 8556 | You need a minimum of 16 MB of memory in your NC to run the NCD Mosaic Browser and a minimum of 16 MB of memory to run Java. If you want to run both the browser and Java together, you need 24 MB of memory. However, NCD recommends 32 MB of memory in your NC for running the browser and Java together. |

| Problem Number | Description of Problem |
|-------------------|---|
| 9298 | You may need to increase the net-minimum-data-buffers if the NCD Console displays messages like the following when trying to run Java Virtual Machine: |
| | TERM-F-DISPLAY: Can't open the display connection. |
| | UI-F-NOCONN: Unable to connect to display ":.0." Possible low memory condition. |
| | Local Printing |
| | Local printing from an NCD network computer only prints ASCII or PostScript files. Contact NCD Technical Support if you need to print PCL format files. |
| | When the printer finishes with a job, the message Closed Session should appear in the Console Messages hide box. If this message does not appear, you must explicitly close the connection using the Abort Serial Line command(s) in the Console menu. |
| | Memory |
| 7400 | Running local video decoding options on an HMXpro with 8 MB of memory might cause memory problems. NCD recommends that you have 12 MB of memory in your HMXpro if you want to run local decoding options. |
| | NCD Mosaic Browser |
| 8932 | To decrease the start time for the NCD Mosaic Browser, use the modules-load-policy parameter to add browser modules to your configuration file so that the modules load automatically at boot time. See "Decreasing Start Time for the Browser" on page 25 for more information. |
| | Use nmosaic to run the browser without encryption. Use nmosaice or nmos128 (domestic USA customers only) to run the browser with encryption. |
| 8989 | The left margin on some web pages may increase incorrectly because of problems with BLOCKQUOTE or H4 tags. |
| 9127 | Use of the Home and End keys to move to the start and end of a document may not work as expected. If the keyboard focus is on a web page, Home and End may work. If they do not work, Shift-Home and Shift-End may work instead. If the keyboard focus is in a text-entry field or on any other portion of the browser, the Home and End keys do not work at all. |
| 9298 | You may need to increase the net-minimum-data-buffers if the NCD Console displays messages like the following when trying to run NCD Mosaic Browser: |
| | TERM-F-DISPLAY: Can't open the display connection. |
| | UI-F-NOCONN: Unable to connect to display ":.0." Possible low memory condition. |

| Problem Number | Description of Problem | |
|-------------------|---|--|
| 9342 | The Common Desktop Environment (CDE) sets a resource so that text displays white. With the NCD Mosaic Browser, certain pages such as the start page and help pages have a white background. As a result, the text on these pages does not display. | |
| | To avoid this problem, set your screen background to any color other than white using Setup \Rightarrow Change User Preferences. | |
| 9444 | NCD Mosaic Browser might attempt to use fonts, such as Palatino and ITC, that are not supplied by NCD. If you want to use these fonts, you must add them to your font path. | |
| 9445 | NCD Mosaic Browser does not display in-line items in the Graphics Interchange Format (GIF) in the proper vertical position. | |
| 9446 | NCD Mosaic Browser does not support background audio. Background audio is the music used by some Web sites. | |
| | NCDware Manuals | |
| | In <i>Using the 3270 Terminal Emulator</i> , on page 4-24 under "Applying Keymaps to Windows on the Desktop," the manual says: "For a terminal emulator with a special class name, type the class name." | |
| | Entering a special class name (instance name) has no effect. If you enter the <i>ncd3270</i> class name, the current keymap is applied to all open 3270 emulator windows. If you enter the NCDterm class name, the current keymap is applied to all open VT320 emulator windows. (In other contexts, the instance name overrides the class name.) | |
| 6138 | In <i>Using the 3270 Terminal Emulator</i> , the -trans command-line option and translations resource, which are documented in the man page and on page 4-24, are for specifying Xt-style translations directly (instead of loading them from a file, as is stated incorrectly in the documentation). | |
| | For example, to use the -trans option: | |
| | rsh ncdu374 tn3270 -trans " <key>KP_Enter:Enter()" or</key> | |
| | rsh ncdu374 tn3270 -trans "Ctrl <key>4:onecharacter(0X4A)"</key> | |
| | Do not use multiple translations or include spaces in the translations. Use the - transfile <i>filename</i> command-line option to load a translation file. | |
| | In the NCDware CD insert on p. 12, two symbolic links are omitted from the list of items installed by <i>ncdinstall</i> . They are a link (/tftpboot/help) to the help directory containing the browser help files and a link (/tftpboot/java) to the java directory containing the Java classes. For a list of the directories and X servers installed by the installation script, see "Software Installation" on page 6 of this document. For more information about the Java and browser software, see the <i>System Administrator's Guide</i> . | |
| 9341 | The NCDware CD insert does not say explicitly that if you select to install NFS for file service, <i>ncdinstall</i> does not configure TFTP for file service. | |

| Problem Number | Description of Problem | | |
|-------------------|---|--|--|
| | PCMCIA Cards | | |
| 9438 | Quick Start PCMCIA cards execute the reclaim command any time it is issued. This occurs even if the card is write-protected. | | |
| 9459 | Quick Start PCMCIA cards are shipped write-protected. To write-enable the card, move the write-protect switch to the off position. Do not change the card's write- protection without rebooting your network computer or you will corrupt the card and experience unpredictable results. | | |
| | If you want to change a card's write-protection, NCD recommends that you bring down your network computer, set the switch to the desired write-protection, and reboot your network computer. | | |
| 9462 | Quick Start PCMCIA cards execute the mkdir command any time it is issued. This occurs even if the card is write-protected. | | |
| | Video | | |
| 7385/7681 | <i>ncdsendvideo</i> may abort when fast-forwarding with the CompCore video fast MPEG decoder turned on. | | |
| 7449 | When using the CompCore video fast MPEG decoder to play very small video clips that do not include an audio portion, replaying the video might skip some frames. | | |
| | Window Managers and Application Launchers | | |
| | The NCD Window Manager ignores the WM_NORMAL_HINTS maximum size property when it initially sizes the window. | | |
| 4939 | The resources menuFont and Font cannot be used to specify different fonts for the title and menus provided by <i>ncdlauncher</i> . If both are specified, the font specified by menuFont is used for both the menus and the title. | | |
| 6074 | The line continuation character (a backslash at the end of the line) does not work in .launchrc files. You can work around this problem by using a single long line. | | |
| 7546 | The launcher may generate an error message such as the following when it starts: | | |
| | Xlib: failed to load locale file: /usr/lib/X11/nls/ISO8859-1 | | |
| | Although the error message appears, the utility works. | | |
| | X Display Manager (XDM) | | |
| 6019 | Setting the login-restrict-host-choices parameter to "true" disables the View menu in the Login Chooser. The View menu can be reenabled, however, by bringing up the Sort menu, holding down mouse button 1, and moving to the View menu. | | |

Accessing NCD Support Files and Utilities

NCD maintains an archive of utilities that are not included on the NCDware CD-ROM and technical tips on numerous subjects related to network computer use. To view and retrieve these utilities and articles you can connect to the archive through FTP or NCD's World Wide Web server.

Using FTP

To connect to the archive using FTP:

- 1. Type the command:
 - % ftp ftp.ncd.com <CR>

The following prompt is displayed:

Name (ftp.ncd.com:your login name):

2. After the prompt, type the word anonymous or ftp and press Return to display the password prompt.

Password:

- Type your login ID after the password prompt and press Return. The FTP prompt displays; you can type FTP commands (including help for a list of commands).
 ftp>
- 4. For a list of files available on the server, use the **get** command to download the file **pub/ncd/Archive/Is-IR**. (Depending on the version of UNIX your host is running, you may need to type a backslash (\)before the -**IR** portion of the filename.)

Using the World Wide Web

To connect to the World Wide Web server, use a Web browser. NCD's URL is http://www.ncd.com.

To see the utilities and tip archives listing, select the Service and Support page, select your product line (for example, Explora), and then select Technical Notes.

In Case of Trouble

If you encounter difficulties, either contact your local NCD representative or:

- Phone NCD Technical Support at (503) 641-2200 or, in the USA, (800) 800-9599.
- Send a FAX to NCD Technical Support at (650) 903-7426
- Send e-mail to NCD Technical Support at support@ncd.com
- □ See NCD's home page at http://www.ncd.com

For information on services available from NCD Technical Support, contact your NCD representative or send e-mail to **info@ncd.com**.

Regardless of the method you use to report the problem to NCD, you must have the following information ready:

- □ Your name and title
- **Company or organization**
- **D** Phone number
- □ FAX number
- □ E-mail address
- Billing address
- □ Shipping address
- **G** For each hardware item:
 - Serial number
 - Description of the problem
 - Type of warranty (Standard, Express, Extended, Express Exchange, Out-of-Warranty)
- □ For a software problem:
 - Problem type: question, enhancement, bug, crash, or other
 - Type of host and its operating system release
 - Window manager
 - Boot Method: TFTP, NFS, PROM, PCMCIA, or MOP
 - Model of NCD network computer
 - Amount of installed memory
 - NCDware version
 - NCDware Boot Monitor version
 - Detailed problem description

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**.