IGEL Thin Clients

Universal Desktop
User Guide

For IGEL Thin Clients with
Microsoft™ Windows CE™
Important Information

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1 Introduction

Welcome!

Congratulations on your purchase of an IGEL Thin Client with Universal Desktop firmware. We appreciate the trust you have placed in our company and its products. IGEL Thin Clients with Universal Desktop firmware are composed of the latest, state-of-the-art hardware and an embedded operating system. Depending on the product concerned, this operating system may be based on IGEL Flash Linux, Microsoft Windows Embedded Standard or Microsoft Windows CE. We have done our utmost to provide you with an excellent, comprehensive solution and pledge to provide the very same level of quality service and support.

IGEL Universal Desktop Firmware

The software, or firmware, included with every IGEL Universal Desktop product is multi-functional and contains a large selection of protocols enabling access to server-based “digital services.” Each of the three operating systems is available in different levels. For example, the firmware based on Windows CE 6.0 is available in a Standard or Advanced version with correspondingly different functional scopes.

The structure for the IGEL setup process is almost identical on all thin clients and in the Universal Management Suite (UMS) management software. This means, for example, that the configuration parameters for local setup of a device can be found in the same location in the tree structure as for a profile used in the management software.

The IGEL Universal Management Suite is available to all customers on the IGEL Downloads page. This powerful suite allows management of an unlimited number of IGEL thin clients.

About this user guide

All illustrations and descriptions in the guide refer to the functions available in the Standard version of the IGEL Universal Desktop firmware (CE firmware Version 6.02.100).

This guide is divided into the following sections:

1. Introduction  Welcoming remarks and user guide information
2. Quick Installation  Instructions for setting the most important parameters
3. Application Launcher  Initial screen for the user interface
4. IGEL Setup  General terminal configuration
5. Configuring sessions  Adding and editing properties of sessions
6. Resetting the terminal  Restoring the default factory settings
2 Quick Installation

By carrying out the following steps, you can install the terminal in your network environment within just a few minutes.

- Connect the terminal to a DVI or VGA monitor, an AT-compatible keyboard (with PS/2 or USB connector) and a USB mouse. Then connect the terminal to a local area network (LAN) by means of an RJ45 connector and to a source of AC power.
- Switch on the terminal and wait until the graphical user interface has started and the Application Launcher is displayed on the screen.
- Click the Setup button to access the IGEL Universal Desktop Setup dialog.
- In the Setup tree, go to User Interface → Display and set the desired display resolution and color quality.
- In the Setup tree, go to User Interface → Keyboard and select the keyboard layout.
- In the Setup tree, go to Network → LAN Interface and change the network settings as required (DHCP is set as the default).
- Confirm your settings and changes by clicking OK.

The terminal is now ready for use. Now you can configure your sessions in the Setup dialog.

2.1 Boot Options

To view the boot menu, press the Esc key during system start (press this key while the message “Microsoft Windows CE BIOS Bootloader” is displayed). This menu offers you the following three options:

- Normal Boot – With this option, a normal system start will occur.
- Reset to Factory Defaults (keep setup) – With this option, all data from any installed software will be deleted from the data storage device. However, the settings made during the IGEL Setup process will remain intact.
- Reset to Factory Defaults (clean) – With this option, the system is completely “cleaned” (except for BIOS settings) and reset to its factory default settings.
3 Application Launcher

The IGEL Application Launcher is the central application on the desktop. When the system is started, the Application Launcher is automatically started.

To obtain the most important information on the system hardware and UD firmware, such as the current IP address and the currently installed firmware version, click the About tab in the Application Launcher. To obtain a list of the currently set up sessions, click the Connections tab in the Application Launcher. To start one of these connections, select it and then click the Connect button or simply double-click the connection name. To terminate a currently running session, click the End button.

Two additional buttons allow you to shut down or restart the system (Shutdown button) or access the IGEL Setup (Setup button), which is the configuration interface for the Universal Desktop firmware.

If a session is running in full-screen mode, you can press the key combination Ctrl-Alt-Del to launch the Task Manager in which you can switch to another task such as the Application Launcher or end the currently selected session.

If you should happen to be in an RDP session and have to launch the Windows Task Manager on the server, in this case you should use the key combination Ctrl-Alt-End because the usual key combination Ctrl-Alt-Del will apply to and be interpreted by the thin client system instead.
4 Setup

In the IGEL Setup dialog, you can make all necessary system settings as well as create and configure sessions. All the parameters listed in the Setup dialog can also be accessed through the Universal Management Suite. Your thin client can be both locally and remotely managed as needed.

The Setup dialog window is divided into two sections: a navigation tree on the left side and the content window on the right side.

To permanently apply your changed settings, click the **OK** button located below the navigation tree. To cancel and discard these changes, click the **Cancel** button also located there. After clicking either one of these buttons, you will exit the Setup dialog.

4.1 Sessions

You can establish connections to different server applications. The following session types are available:

- ICA
- RDP
- PowerTerm WebConnect
- PowerTerm Terminal Emulation
- Browser
- XEN Appliance

Select a session type. Then, in the right side of the dialog, click the button to create a new session. You will see that the navigation tree is automatically expanded to include the structure necessary for the new session configuration. Instructions on how to configure each of the remaining session types are provided later in this guide. To edit or delete a session, select the session and click the **Edit or Delete** button, as appropriate.
4.2 User Interface

The terminal properties important for users are the display resolution, the keyboard layout and similar settings. These settings are made in this dialog. The following sections describe these configuration options in detail.

4.2.1 Keyboard

Select a keyboard layout (the default setting is US-English) and set the keyboard properties (repeat rate and repeat delay). You can also have the keyboard number pad automatically enabled at system start. Some of the available keyboard layouts (languages) are shown in the illustration on the right.

4.2.2 Mouse

Configure the mouse buttons for right-hand or left-hand use and set the speeds and sensitivity. The *Hide Cursor* option hides the mouse pointer whenever the mouse remains unused for a given period of time, such as when a terminal emulation is operated solely using the keyboard.

4.2.3 Sound

You can enable system sounds for certain events, applications, notes, warnings and keyboard entries and also set the volume desired.

4.2.4 User Shell

Activate the user interface in the manner in which you did for the previously used firmware (non-UD devices with CE 5.0). In this case, the IGEL *Task Bar* and the desktop icons for configured sessions are no longer displayed and the system can only be operated from the Application Launcher.

This setting is useful for cases such as when you want to provide users with only one automatically starting session without allowing them to launch any other sessions from the desktop or the Application Launcher. In this case, the Application Launcher will be hidden (security).

The illustrations below show an example of terminal emulation in Normal mode (desktop icons and IGEL Start button visible and active) and also in Legacy mode:
4.2.5 Hot keys

The system allows you to set up key combinations (keyboard shortcuts) to carry out certain actions. The screen shot below shows the default hot keys. The key combinations for each function can be changed, but no other hot keys can be added for a specific function.

![Hotkeys](image)

4.2.6 Task Bar

The properties of the IGEL task bar can be set so that it always remains visible even if an application is being run in a maximized window. However, running an application in full-screen display will hide the task bar regardless of this setting. Another option allows you to minimize (auto-hide) the task bar. To redisplay the task bar, move the mouse pointer to the lower edge of the screen where the task bar is normally located.

By selecting a combination of both options the hidden task bar can also be displayed in the foreground, even when the application window is in full-screen display, whenever you move the mouse pointer to the lower edge where the task bar is located.

4.2.7 Display

Set the desired display resolution and color quality. Please make sure that your display supports the resolution that you have selected. Otherwise, you may not be able to access the system interface. In this case, you can reset the resolution either remotely using the Universal Management Suite or by completely resetting the system to its original factory settings (Factory Defaults (clean)).
4.3 Network

As delivered with the factory default settings, the device will get its IP address from a DHCP server available in the network and will automatically set its connection options (speed, duplex). If you want to manually configure your system instead, do not select the DHCP option ("Get IP from DHCP Server") and enter the network data required for the LAN interface yourself.

If DHCP is not used or if it does not provide any name service information, then enter your Domain Name Service (DNS) or your Windows Internet Naming Service (WINS) in the spaces provided in the bottom section of the dialog.

4.3.1 Wireless

To configure a WLAN connection, enable the corresponding interface. The DHCP wireless connection is used by default. However, as in the case for Ethernet, you can also enter all your settings manually.

To choose the desired encryption, select the “Authentication” menu item in the Setup tree. In the dialog that is then displayed, select the desired encryption (WEP or WPA/WPA2). After you have selected one of these options, the remaining configuration parameters will become available. Enter or select the required information in the places provided.
To configure the connection to a certain wireless network, select the “Association” menu item in the Setup tree. In the dialog that is then displayed, enter the Service Set Identifier (SSID) for the network and also, if necessary, the name of the end device to identify the thin client. You can also list your connection with a router/AP (Port Type = Managed) or set up an ad-hoc connection to another end device. Finally, select the channel required for the wireless connection. The WLAN configuration is now completed.

Please note that only certain WLAN chip sets are supported. At this time this is the Via Chip VT6656, which is also included in the optional WLAN mounting base available for IGEL Universal Desktop devices.

4.4 Devices

You can connect various peripheral devices such as printers or USB storage devices to your IGEL thin client. To configure such devices, in the Setup tree go to Devices.

4.4.1 USB Storage Devices

You can enable or disable the use of different kinds of data storage devices. For instance, if a USB stick is to be used in a session, it must first be enabled here.

As far as device access is concerned, the options available may be Write/Read access and/or Read Only access.

4.4.2 Printer

Printers can be added and connected to the following interfaces:

- LPT
- Com1/Com2
- USB
- Network

The parameters available to configure a printer depend on the type of connection port used. You can set one of the printers in the list as the default one.

The Line Printer Daemon (LPD) can be enabled at LPD Settings. This is also where the size of the printer queue for USB and parallel interfaces is set. Please note that there is a total limit of 20 MB for both queues.
4.4.3 ThinPrint

ThinPrint is a data transmission method that allows you to print without taking up as much bandwidth as usual. In this case, the ThinPrint client does not use the existing printer queue but sends unpacked print jobs directly to the printer.

You can configure your ThinPrint printers in the dialog below. ThinPrint devices are contained in their own list. Be sure to also specify the ThinPrint server to be reached over the network. In this regard, the default values '0' for bandwidth and packet size mean that these properties may not be limited. In this case, the maximum value for the ThinPrint server applies.

Further information on configuring your ThinPrint devices or server can be found in your ThinPrint documentation.

4.5 Security

To protect your IGEL Setup from unauthorized access, you can assign an administrator password. You will be prompted to enter this password each time you want to access the Setup area. Please note that a thin client without a password can no longer be reset to factory default settings. The user can be given access to the Application Launcher, or he can use the desktop icons to start sessions.

If a user should only be allowed to use an automatically started session, you have to hide the Application Launcher and configure the User Shell as legacy. In this case, neither the application list nor the desktop icons will be available to the user. Only automatically started sessions will then be available.

If you are logged in as administrator, you can press the key Ctrl-F2 combination to access the Setup dialog again.
4.6 System

All fundamental system settings are accessed through the System tree structure. These settings are for firmware updates, remote management and resetting the device configuration.

4.6.1 Update

Firmware updates are carried out using FTP. Please download the appropriate file from the IGEL download server and place the unpacked firmware on an FTP server in your network. Enter the server address, the path to the update files and also the access data, if applicable. Then start the update process.

Firmware Update by FTP Server

<table>
<thead>
<tr>
<th>Server Name</th>
<th>update.igel.de</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server Path</td>
<td>pub</td>
</tr>
<tr>
<td>User Name</td>
<td>anonymous</td>
</tr>
<tr>
<td>Password</td>
<td>******************</td>
</tr>
</tbody>
</table>

Start Firmware Update

4.6.2 VNC Access (Shadowing)

You can access an IGEL Thin Client by means of Virtual Network Computing (VNC) such as from the IGEL Universal Management Suite or by using a standard VNC client. However, to be able to do this, this remote access method must be enabled in Setup.

You can obtain a mirror of the desktop (session shadowing) only with the user’s permission and ensure secure VNC access by means of a password. For legal reasons, the status window present during an ongoing VNC connection cannot be disabled because this window informs the user that the device is currently being accessed by means of VNC. The local user can terminate the VNC connection by clicking the Close VNC Connection button.

Shadow

- Allow Remote Shadowing
- Prompt User to allow Remote Session
- Allow Input from Remote
- Use Password

Password

VNC Client connected

Close VNC Connection
4.6.3 Remote Management

If your thin client has been registered on an IGEL UMS Server for remote management, then the server address and the associated port will be indicated here. Various actions performed by the UMS notify the user of their occurrence or require acceptance and confirmation by the user (e.g. firmware update, shutdown/restart or the application of new settings). You can disable the reports providing this information. If so, then these kinds of actions will be performed directly without requiring any confirmation from the local user.

The certificate that was issued upon registration with the UMS server can be deleted. This may be necessary because the original server is no longer available and the thin client has to be re-registered with another UMS installation.

4.6.4 Device Name

You can specify a network name for your IGEL Universal Desktop device. This name will also be displayed in places such as in the list of thin clients served by Universal Management Suite (assuming you have selected the option in the “Apply Network Name” in the UMS Administrator). If you have not manually entered a network name, the name automatically assigned by the DHCP will be used or, as a final option, the default value (“CE-MAC Address”).

4.6.5 Resetting the Firmware to Factory Defaults

As with the boot menu, the Setup dialog can also be used to reset the firmware to the original factory defaults. In this case, please note that all firmware options will be reset to their default values and all previously created sessions will be deleted. The certificate for remote management by means of the IGEL UMS will also be deleted.

This last action can also be done without having to perform a complete device reset. To do this, go to System → Remote Management and, in the dialog displayed, click the Delete RM Certificate button. Once this has been done, the thin client can then be re-registered in the IGEL UMS.
5 Sessions

Users can access configured sessions by means of desktop icons or the starter for sessions (Application Launcher). Sessions can also be configured so that they are automatically started when the system boots up and, if necessary, restarted when the thin client is auto-started or restarted.

5.1 Browser

The local browser is Microsoft Internet Explorer, which can be configured in the IGEL Setup dialog. In the first dialog for browser setup, enable Internet Explorer and set basic parameters such as session name, start page, size of the browser cache and the use of a proxy server.

Some websites offer alternative sites that are optimized for viewing on mobile devices. These parallel sites are triggered upon detection of the browser in use. You can modify this behavior by setting the User Agent parameter. If you do not want an alternative page loaded, then select the setting Windows XP.

---

**Browser Session**

- **Internet Explorer active**
  - **Session Name**: Browser
  - **Start Page**: http://www.igel.de
  - **Search Page**: http://www.cuill.com
  - **Cache Size (in KB)**: 512

- **Enable Proxy**
  - **Bypass proxy for local connections**
  - **Proxy address**
  - **Proxy port**: 80

- **User Agent**: Default (Windows CE)

---

In the Security dialog, you can specify the use of SSL and how cookies are to be handled. Please note that Internet Explorer for CE receives far fewer updates than other browsers. For this reason, websites outside your local network should ideally be viewed with a more current browser, such as within an RDP or ICA session, instead of with the local browser.

The handling of certain site content such as displaying pictures and playing audio as well as the appearance of web links (underlined or not) can be set in the Advanced tab.
5.2 RDP

When you create a new remote desktop (RDP) session, the first thing to do is to assign a session name and specify its start options.

The additional setup information for a session is specified in the following areas:

- **Server** - Enter the server name or IP of the system to be connected.
- **Logon** - Enter the access data to the server. In the case of *Automatic Logon*, the log-on screen is not displayed.
- **Application** - Enter the application to be run on the server.
- **Window** - Select the color quality for the session and select whether to show or hide the connection information bar.
- **Options** - Various options for accelerating the depiction of information the display screen are available here. An option allowing enabling automatic reconnection of a terminated session can be enabled here as well.
- **Resources** - If local devices such as printers, USB sticks and serial ports are also be used during the session, they have to be enabled here. In contrast, the audio playback properties for a session can be set at the local client.

### Local Resources

- **Remote computer sound**: Bring to this computer

### Local Devices

- Redirect disk drives
- Redirect printers
- Redirect serial ports
- Redirect Smart Cards

5.3 Citrix ICA – Global Settings

For ICA sessions, there is one set of global settings available, which will then be used by all sessions of this type – as long as these parameters are not changed in a given session itself.

The following global default settings can be made:

- The network’s master browser with published applications
- The color quality for sessions
- The hot keys available for sessions
- The settings for session used behind a firewall
- The reestablishment of a session after its termination
5.4 Citrix Program Neighborhood (PNLite)

The connection to a PNLite server is also configured in the global settings. PNLite enables the establishment of a connection to an NFuse-capable Citrix server and retrieval of a list of published applications that can be connected to. In this mode, no ICA connections have to be manually configured; instead, a list of published applications is transmitted to the thin client. After the connection has been established, these applications will then be available on the desktop.

5.5 Citrix ICA Sessions

When you create a new session, the names of the available configuration dialogs are displayed in the Setup tree.

In the Connections dialog, enter the name of the server to be connected to in the space provided (“Server”) and then, if necessary, go to the “Application” section and enter the name of the application to be started upon establishment of the connection. Then go to the “Browser Protocol” section and select the desired protocol in the drop-down list box (In this case, “Default” means that the global setting will be applied.). If you do not want to use the default server location, then be sure to select the “Don’t use default server location” check box.

A connection can be established either to a Citrix server (desktop) or to a published application that is made available by the server.

In the case of a connection to published applications, you can go to the Window dialog and set the color quality and also enable the Seamless Window Mode.

In the Logon dialog, enter the user data required to access the system. If you do not enter this data, the server log-on screen will be displayed whenever a session is started, prompting you to enter this data.

In the Options dialog, there are various parameters available that you can set to optimize the connection. You can set such properties as compression, encryption and client audio.

The SpeedScreen Latency Reduction feature reduces the latency (delay) noticed by the user when using the keyboard and the mouse on the network. This feature provides visual feedback for mouse clicks and a local text echo, a further feature that accelerates the display of text input, reducing the network latency (delay) perceived by the user.

It is not necessary to map internal resources such as the serial port for the session. In contrast to an RDP session, in a Citrix session this is done automatically.
5.6 XEN Appliance

The connection to a Xen Delivery Server can be done in Appliance Mode. In this case, the only server session available is the one to the defined delivery server; other applications are unavailable.

Enable the Appliance Mode and specify the Xen Delivery server to be connected to. After the system has been restarted, the XenDesktop start screen will be displayed. To display the log-on screen, press the key combination Ctrl-Alt-L.

Before displaying the log-on screen you can launch the IGEL Setup dialog by pressing the Ctrl-F2 key combination. After you have successfully logged on, you will be connected to the desired XenDesktop – from this point on the IGEL Setup dialog can no longer be accessed.

5.7 PowerTerm WebConnect

PowerTerm WebConnect allows access to applications on Windows terminal servers, virtual desktops and the like. To configure this, enter the server address. Information on configuring the server itself for using WebConnect can be found in the Ericom documentation available by clicking the link below.


5.8 PowerTerm Terminal Emulation

In the IGEL Universal Desktop firmware, Ericom Software PowerTerm InterConnect is used for terminal emulation. Since this topic goes beyond the scope of this guide, the emulation suite will not be described in detail here. Please refer to the appropriate documentation from Ericom.

First create a new session of the type Terminal Emulation. The available setup dialogs for this session are listed in the navigation tree structure.

- **Emulation** – In this list, select the emulation type to be used with the connected server.
- **Connection** – Enter the host name and additional connection data.
- **General** – Here you can select the parameters to define the character set and various keyboard commands (navigation keys, number pad).
- **Display** – Here you can configure how the emulation is shown on your screen, such as the number of lines and columns. You can also set the scrolling speed and screen cursor appearance.
• **Keyboard** – Here you can set keyboard parameters such as character repeat (delay, rate) and sounds associated with certain activities.
• **Keymap** – Here you can select the desired keyboard layout.
• **GUI Control, Window, Colors** – Here you can configure the appearance of the emulation on your screen. You can define colors for various elements and show or hide the icon bar and menu structures, as desired.
• **Preferences** – Here you can configure the connection settings such as **Automatic Reconnection** or **Confirm Termination**.
• **Printer** – The printer can be set up in the two configuration dialogs: **Printer and Advanced Printing**. Depending on the printer selected, different parameters will be available to configure it. Detailed information on the printer, paper formats and similar settings can be found on in the **Advanced** dialog.

5.9 **VMware View**

Set up a VMware View session and configure the connection to your VMware Server.

If no specific desktop to be connected to has been specified, then after start-up the VMware View Client will display a list of the desktops available on the server.

---

**Connection settings**

- **Server URL**: 10.10.1.217
- **Server Port (Leave blank for default)**
- **Use SSL encryption**
- **User Name**: vdm
- **User Password**: 
- **Domain**: 
- **Desktop Name**: 

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6 Resetting to Factory Defaults

The device can be restored to its factory default settings in two ways:

- By means of the IGEL Setup dialog (System → Factory Defaults)
- By means of the boot menu (Press the Esc key during boot-up → Reset to factory defaults)

In both cases, it will be necessary to enter a previously assigned administrator password. If this password is not known, then the device can only still be managed or reset by means of the IGEL Universal Management Suite!

In the event that a certificate from a no longer existing UMS server is still on the device and the local administrator password is not known, then the device will have to be re-flashed. In this case, please contact your IGEL service representative.

How to contact IGEL Support

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Americas: +1 877 GET IGEL
E-mail: support@igel.com