

May 2001
14ZF-0501A-WWEN

Prepared by Thin Client Product
Marketing

Compaq Computer Corporation

Contents

Introduction	3
Features	3
Benefits	3
Rapport Versions	4
Power Functionality	5
Familiar Windows Explorer Interface	5
Complete Device Manageability	5
Device Management Using Rapport	6
Client Manager	6
Software Manager	6
Update Manager	6
Report Manager	7
Configuration Manager	7
Rapport System Requirements	7
Installation Requirements	7
Supported Operating Systems	7
Installing Single Rapport Components	8
Understanding Rapport SQL Databases	9
Rapport Database Facts	9
Summary	10

Rapport™ Administrative Software for Compaq Thin Clients

Abstract: Historically, network administrators managed clients by physically visiting users and their computers to reconfigure or update existing software – undermining the inherent advantages of the network. Using Rapport™ Administrative Software for Compaq Thin Clients, administrators can now centrally manage a complete Compaq thin client network from one management server using the familiar Microsoft Windows Explorer interface.

This paper discusses the features and benefits of the Rapport Administrative Software for Compaq Thin Clients.

Notice

The information in this publication is subject to change without notice and is provided "AS IS" WITHOUT WARRANTY OF ANY KIND. THE ENTIRE RISK ARISING OUT OF THE USE OF THIS INFORMATION REMAINS WITH RECIPIENT. IN NO EVENT SHALL COMPAQ BE LIABLE FOR ANY DIRECT, CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE OR OTHER DAMAGES WHATSOEVER (INCLUDING WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION OR LOSS OF BUSINESS INFORMATION), EVEN IF COMPAQ HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

The limited warranties for Compaq products are exclusively set forth in the documentation accompanying such products. Nothing herein should be construed as constituting a further or additional warranty.

Product names mentioned herein may be trademarks and/or registered trademarks of their respective companies.

Compaq, Compaq Insight Manager, ProLiant, SmartStart, registered United States Patent and Trademark Office.

Microsoft, Windows, Windows NT, Windows NT Server and Workstation, Microsoft SQL Server for Windows NT, Active X, BackOffice, MMC, and MSN are trademarks and/or registered trademarks of Microsoft Corporation.

Rapport™ Administrative Software is a trademark of Wyse Technology, Inc.

Pentium is a registered trademark of Intel Corporation.

Copyright ©2001 Compaq Computer Corporation. All rights reserved. Printed in the U.S.A.

Rapport Administrative Software for Compaq Thin Clients
White Paper prepared by Thin Client Product Marketing

First Edition (May 2001)
Document Number 14ZF-0501A-WWEN

Introduction

Rapport Administrative Software for Compaq Thin Clients is an intuitive graphic management tool that enables network administrators to control and upgrade Compaq thin clients with minimum time and effort.

Features

Features of the software include:

- Centralizes control over all Compaq thin clients
- Scales up to tens of thousands of devices
- Configures and updates thin-client settings
- Distributes software and firmware
- Enables simultaneous scheduling of software and client configuration updates
- Allows flexible grouping of thin clients
- Provides software, hardware, and usage tracking through asset management and reporting
- Delivers an intuitive GUI through MMC
- Integrates Virtual Network Computing (VNC)¹ for remote shadowing

¹ VNC is available for NTE devices only

Benefits

Benefits of the software include:

- The computer support team never needs to touch the desktop again to add, delete, or change software and configuration
- The administrator can manage thousands of devices across multiple geographically disparate networks
- The network administrator can easily detect and reset client network settings from their desk
- The administrator can install new versions of client software from a central site
- The administrator can schedule software and configuration updates to occur at any time to avoid disturbing users
- Grouping gives the administrator control over device configurations according to departmental responsibilities
- The management team can track hardware, software, and device usage through logging and reporting features
- Administrators can learn to use thin-client management quickly with the simple GUI
- The support team can remotely view user's desktops, enabling simplified training and support

The Rapport user interface is a Microsoft® Management Console (MMC) snap-in that provides the look and feel of Windows Explorer. Managing one or more thin-client networks is just as easy as file management on a PC. Administrators can transfer client software and settings using the familiar Windows Explorer tree control while maintaining a comprehensive view of each client on the network. Rapport organizes clients into a user-configurable hierarchy of groups. For example, the hierarchy can be defined such that all clients in the Sales department on the second floor of the Houston office running Microsoft Windows NT Embedded are grouped together. Grouping greatly simplifies management tasks and report generation. Also, Rapport is easy to learn thanks to Wizards that quickly and easily walk administrators through network management tasks.

Rapport Versions

Rapport is offered in two versions:

- **Workgroup**—this version is bundled on every thin client and will scale up to 1,500 users.
- **Enterprise**—this version is recommended for large environments with more than 1,500 users. The customer can upgrade from the Workgroup Edition to either an Enterprise Seat or Enterprise Site license.

Table 1 provides a quick comparison between Workgroup and Enterprise:

Table 1. Workgroup and Enterprise Comparison

Primary Feature Differences	Rapport Workgroup	Rapport Enterprise
Hierarchy groupings	3	3
Clients that can be reflashed or updated simultaneously	5	20
Ability to schedule updates at various times	Limited	Advanced
Setup to automatically confirm image and update clients as necessary	Limited	Advanced
Reporting and database management of clients, their images, and updates	Limited	Advanced

Maintenance/Upgrade packages are available that will provide support and entitle the customer to free upgrades.

Power Functionality

Updating a client's software configuration is as easy as drag and drop. The Rapport Windows Explorer Interface enables powerful client management functionality with just a few mouse clicks. Rapport empowers administrators to:

- Manage clients on any number of subnets from any Windows NT or Windows 2000-equipped workstation on the network.
- Achieve immediate and scheduled software distribution.
- Distribute complete client images via built-in client utilities.
- Group clients according to your organizational structure, such as geographic location, department, and so on.
- Customize client software and settings using the Rapport innovative scripting language.

Familiar Windows Explorer Interface

The Rapport user interface is an MMC snap-in that provides the look and feel of Windows Explorer. Managing one or more client networks is as easy as file management on a PC. Administrators can transfer complete applications, configuration settings, or even entire client images using the familiar Windows Explorer tree control while maintaining a comprehensive view of each client on the network.

Rapport allows administrators to organize clients into a user-configurable hierarchy of groups. For example, the hierarchy can be defined such that all clients in the Sales department on the second floor of the Houston office running NT Embedded are grouped together. Grouping greatly simplifies tasks and report generation. Also, Rapport is easy to learn thanks to Wizards that quickly and easily guide administrators through device management tasks.

Complete Device Manageability

Rapport provides administrators:

- **Complete Client Reconfiguration**—Rapport guarantees fast and reliable reconfiguration of a client's entire flash file system. With the powerful yet easy to use Rapport scripting language, administrators can simply reimage software from a central location on the network.
- **Fast Operating Systems Deployment**—Rapport allows immediate operating system deployment.
- **Centralized Device Management**—Rapport provides access to local and remote client information via one or more SQL databases. Rapport uses distributed software repositories, reducing network traffic.
- **Extensible Tool-building Capabilities through Microsoft Management Console (MMC)**—By integrating Rapport with other snap-ins, administrators can create MMC tools that enhance device management functionality (such as individual Rapport managers, anti-virus software, asset management, fault and performance tools, and so forth).

Device Management Using Rapport

Rapport delegates client management tools among five information managers. Each Rapport manager allows administrators to accomplish various management tasks, access specific client information, and track client update activities.

Client Manager

An administrator uses the Client Manager to organize, manage, and control clients. Client Manager functionality includes:

- Automatic client organization
- Organizing clients into groups and hierarchies
- Creating different views of client groups and hierarchies
- Retrieving client information such as:
 - Hardware and software configuration
 - Configuration history
 - Log history
 - Diagnostics
- Quick Commands such as:
 - Refreshing client information
 - Remotely shadowing clients using Virtual Network Computing (VNC)
 - Changing client information (such as its computer name)
 - Rebooting a client
 - Shutting down a client
 - Waking a client (Wake On LAN)

Software Manager

An administrator uses the Software Manager to create, organize, store, and then distribute software to clients. Software Manager functionality includes:

- Adding software packages to the Master Software Repository
- Drag-and-drop software package distribution to multiple clients
- Immediate and scheduled software distribution

Update Manager

An administrator uses the Update Manager to track client updates scheduled for distribution. Through Update Manager the administrator has the option to reschedule or delete pending updates.

Report Manager

An administrator uses Report Manager to easily create, save, and print the following types of reports:

- Client listings
- Log reports

Configuration Manager

The administrator uses Configuration Manager to:

- Organize and edit client group types
- Create new and edit existing client views
- Setup default client software settings
- Manage Rapport licenses
- Configure Rapport preferences
- Define remote software repository locations and assign them to subnets (Enterprise Edition Only)
- Create and edit subnets
- Configure permissions for Rapport users

Rapport System Requirements

- Microsoft Windows NT® 4.0 or Windows 2000
- Minimum 100MB free disk space
- DHCP Server (for reimaging purposes only)

Installation Requirements

You must have either Microsoft SQL Server or Microsoft Data Engine (MSDE) installed prior to installing Rapport. MSDE is not installed as part of Rapport, but MSDE 2000 and MSDE 7 are on the Rapport Installation CD-ROM in the applications folder. Please note that MSDE 2000 does not work on Windows NT Terminal Server.

You must have an FTP Server installed on the computer you are installing Rapport on. Win FTP Daemon is not installed as part of Rapport, but it is provided on the Rapport Installation CD-ROM in the Applications folder.

Supported Operating Systems

- Microsoft Windows NT 4.0 Server with Service Pack 5 or higher
- Microsoft Windows NT 4.0 Terminal Server with Service Pack 5 or higher
- Microsoft Windows NT 4.0 Workstation with Service Pack 5 or higher

- Microsoft Windows 2000 Advanced Server with Service pack 1 or higher
- Microsoft Windows 2000 Server with Service Pack 1 or higher
- Microsoft Windows 2000 Professional with Service Pack 1 or higher

The SNMP Service must be installed and running prior to the installation of Rapport. Microsoft recommends updating your service pack after installing any services.

Rapport requires a minimum of 100MB free disk space. This leaves enough space for the installation of the Rapport application and any required software packages. If you have not installed MSDE or SQL Server and an FTP Server, you will need an additional 100MB free disk space. If you do not have the available disk space, you may purchase a Rapport Enterprise Edition license, which allows you to install individual Rapport on multiple computers.

If you are installing Rapport on Windows NT Workstation 4.0 or Windows 2000 Professional, you are limited to 10 connections (such as reimaging clients at the same time using multiple Rapport GUIs, and so forth). If you exceed this limit you will receive a share connection error. To obtain the maximum of 254 concurrent connections, you must install Rapport on Windows NT Server 4.0 or Windows 2000 Server.

If you are installing Rapport on Windows NT Terminal Server 4.0 or Windows 2000 Terminal Server Edition, you must have MDAC version 2.6 or greater installed. MDAC 2.6 is provided on the CD-ROM. For all other operating systems, Rapport installs MDAC 2.6 if it does not find an existing MDAC installation or an earlier version.

The Visual Basic Scripting Host (Windows Script Host) must be installed. Normally this is a standard component of Internet Explorer. Visual Basic Scripting Host is not installed as part of the Rapport installation but it is provided on the Rapport Installation CD-ROM in the Applications folder.

Installing Single Rapport Components

Rapport Enterprise Edition allows you to install the following Rapport components on separate computers located on the network:

- Rapport GUI
- Shared Software Repository
- Rapport Service
- Import Local Database

For example, you can install the Rapport GUI on multiple computers to allow several administrators in different locations to manage the same group of clients on a subnet.

You can also install multiple software repositories, databases, and services throughout your network and manage them from one Rapport GUI. In this case, the components can be installed on separate computers but must have all been directed to each other.

Understanding Rapport SQL Databases

All of the information Rapport manages (client information, software packages, subnet locations, logs, and so on) is located in a SQL compliant database. Each database included in the Rapport snap-in's tree control contains the five Rapport image managers: Client Manager, Software Manager, Update Manager, Report Manager, and Configuration Manager.

Rapport Database Facts

- The Rapport database is an ODBC-compliant database.
- You must have either Microsoft SQL Server or Microsoft Data Engine (MSDE) installed prior to installing Rapport. MSDE is not installed as part of Rapport but is provided on the Rapport installation CD-ROM.
- Multiple databases are only available with Rapport Enterprise Edition. You can configure multiple Rapport databases in a variety of ways to suit your company's needs. To configure multiple databases, you must first install the database with its Rapport components on one or more computers located on the network.
- The number of allowable Rapport databases is determined by the Rapport edition installed:
 - Rapport Workgroup Edition allows one local SQL database (either MS-SQL Server or MSDE). This database is configured during the Rapport install and resides on the same machine as the Rapport MMC GUI.
 - Rapport Enterprise Edition allows multiple remote SQL databases. Using the Rapport install CD-ROM, databases may be imported on one or more remote computers separate from the Rapport MMC GUI.

Summary

The combination of Rapport Administrative Software for Compaq Thin Clients, Compaq servers, Compaq Windows Based Terminals, and Compaq Thin Clients provide administrators with a powerful, complete thin client solution.

The ability to centrally manage your end users is vital to reducing Total Cost of Ownership. Offering a feature-rich thin client management tool like Rapport will add additional value to the Compaq Thin Client solution.