

WHITE PAPER

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Rapport Administrative Software v3.02 Updates and Bug Fixes

Abstract: This paper discusses the updates and bug fixes that are available with the *Rapport*[™] Administrative Software v3.02. This paper is an addendum to the white paper titled “Rapport Administrative Software for Compaq Thin Clients, v3.01.” It is necessary to read this previous paper to better understand the Rapport v3.02 enhancements and bug fixes. To view the “Rapport Administrative Software for Compaq Thin Clients, v3.01” white paper, visit www.compaq.com/products/thinclients.

INTRODUCTION

The Rapport Administrative Software v3.02 comes in the following formats:

- As an upgrade release *SoftPaq*[™] to users that currently have Rapport v3.01 installed.

NOTE: If you attempt to install the Rapport v3.02 Upgrade without having already installed Rapport v3.01, you will receive a message during the installation informing you to install Rapport v3.01 first.

- As a full CD release for those users that currently have Rapport v3.00, v3.01, or no version of Rapport installed.

For more information about Rapport, visit www.compaq.com/products/thinclients/rapport.html.

UPDATES

This section describes the latest feature enhancements, architecture enhancements, and new supported devices.

Adding Total Client Counts in Graphical User Interface (GUI)

This new feature provides a total client count in the description bar (and status bar) for the currently selected folder in the Client Manager. The total client count should be the summation of all clients in all subfolders.

Add/Delete Buttons in the Default Client Configuration Wizard—Enterprise Version

Add and Delete buttons have been added to the second “page” of the Default Client Configuration Wizard to assist the user with adding and deleting default software packages. The Default Client Configuration is only available on the Rapport Enterprise version.

Adding Flash Size and Operating System as Default Client Configuration Groups

Rapport now allows the user to specify different Default Client Configurations (DCCs) for clients that reside in the same groups but with different firmware sizes or different operating systems (OSs). Firmware size and OS are now listed as part of the DCC summary on the last wizard page.

Client Discovery Options Dialog Box Enhancements

The following features are now available in the Client Discovery Options dialog box:

- Select All button for the subnets and IP ranges
- Clear All button for the subnets and IP ranges
- A larger dialog area to show more subnets and IP ranges

Enhanced Subnet Dialog Box

The New Subnet Broadcast Address dialog box has been enhanced to allow the user to enter the number of contiguous subnet mask bits (Cisco style) using a spin control on the IP address field of the dialog box.

Install Program Enhancements

Several changes have been made to the install program to make it more user-friendly and reliable. The following changes are part of Rapport v3.02:

- A unified progress meter shows the progress of all working processes to provide consistent feedback to the user.
- A check verifies read/write permissions on the Rapport FTP folder (Software Repository) after the configuration of IIS by the Rapport installation program.
- The database attach and detach functionality has been improved.
- Non-English versions of Windows are properly handled.
- Installation and proper functioning of German and French versions of Windows 2000 Server/Advanced Server are supported. The constraints are as follows:
 - The German and French versions of SQL server or MSDE should not be installed on the server prior to running the Rapport install program. Either the Rapport install program must install the English version of MSDE or an English version of SQL must be installed separately for Rapport to work correctly. The installation program pauses if it finds a non-English MSDE or SQL installed on the server. It will inform the user that Rapport does not support that version and that either the non-English MSDE or SQL must be removed or Rapport must be installed on another server. The installation program will terminate.
 - If the Rapport install program finds a version of MDAC earlier than v2.60, it will install the English version. On a non-English server this is usually unacceptable as this replaces Control Panel applets with English versions and so on. German and French MDACs must be upgraded to v2.60 prior to installing Rapport. The Rapport install program recognizes non-English versions of MDAC that are older than v2.60. The installation will inform the user to upgrade the version of MDAC to v2.60. The URL where they can find the download is provided. The installation program will then terminate.

Rapport Service Discovery

In the case where there are more clients than licensed, the Rapport Service continues to discover clients even when paused, and replaces the clients in the database and allows the user to generate the Client Listing report.

Windows CE Management Improvements

The following Windows CE Management improvements have been made:

- The reboot function is functional with Windows CE clients.
- The improved Windows CE client discovery mechanism no longer rebuilds its client table by rediscovering Windows CE clients each time it starts, thus reducing network traffic and response time for Windows CE clients.
- The Find New Clients and Refresh Client features are available for Windows CE clients.
- The Rapport Service window no longer erroneously displays the “MGT is turned off” message after installation and reboot.

Client Write Filter for NTe 4.36

Rapport v3.02 now supports Compaq Thin Clients with Client Write Filter. A pre-registered script disables Client Write Filter before scheduling updates on Compaq Thin Clients. Refer to the Rapport Help file for detailed information on managing clients that are Client Write Filter-enabled.

BUG FIXES

The following bug fixes are introduced with Rapport v3.02.

Alphabetizing Configuration Manager Nodes

The Configuration Manager nodes are displayed in alphabetical order.

Support for a Larger Number of Subnets, Software Repositories, and IP Ranges

Subnets and Software Repositories

The number of subnets and software repositories that Rapport manages is unlimited.

IP Ranges

- The Client Discovery Options dialog box outputs all IP ranges to the *selectedips.txt* file.
- The internal IP ranges buffer has increased from 1,000 to approximately 30,000.

GUI Issues

The following GUI issues have been addressed:

- The GUI no longer locks-up when attaching to the database.
- The Find All Clients and Find New Clients dialog boxes retain their previous settings on Windows 2000 Server.
- The subnet mask field reflects the actual value in the database when a subnet is edited.
- The invalid entries of “0” and “255” can no longer be entered in the last octet of the IP Range start and end values.

IP Range Walking

The following issues have been resolved:

- The *ipranges.txt* and *selectedips.txt* data files have been moved to the Master Software Repository so that they can be shared by all of the GUIs. Thus, a change in one GUI is reflected in another GUI when that GUI is refreshed.
- The timeout value bug that would cause Windows CE clients to seem hung has been fixed.

Time to Live

The time to live (TTL) variable can now be set as a variable. The default is 127 hops and the maximum value is 255.

Install Issues

The following install issues have been addressed:

- The Microsoft Internet Information Server (IIS) can be installed on Windows 2000 Server because the install program no longer reports a Windows 2000 Server as a Windows NT 4.0 Server.
- The Software Repository on Terminal Server is installed in the correct location.
- The Rapport Install connection to the SQL database is more robust to limit connection failures. If a failure occurs, detailed instructions are given on how to correct it.
- IIS can be installed during the Typical Setup for Windows 2000 Server and Windows 2000 Advanced Server.
- The PATH = value in the MGT allows Windows CE clients to properly log in to the FTP site. Refer to the Rapport Help file for more details on how this value should be set.

Issues with Non-English Versions of Windows

The German default directory allows a successful uninstall.

Windows CE Package Re-scheduling

On a Windows CE client a scheduled package no longer fails during a reboot if a WL command is not called from the script.

Missing Data on Windows CE Discovery

CE discovery no longer results in missing data and/or clients on the first attempt.

Windows CE Management of Clients with Changing IP Addresses

The following items have been fixed:

- Subsequent updates to Windows CE clients no longer fail if their IP address changes.
- A Windows CE client is manageable if the Rapport and MGT services are restarted and a Windows CE client's actual address is different from its IP address in the database.