



NetVista Thin Client Express

Service Utility



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▶ Three ways to use the TCE Service Utility

- ◆ **These methods are documented in the *NetVista 2200e Thin Client Express Reference* manual.**
 - <http://www.ibm.com/nc/pubs>
- ◆ **Flash update through client Configuration Tool**
 - This update is initiated at the client.
 - This is explained in the Configuration Tool Presentation
- ◆ **Remote flash update via TCM Operations Utility**
 - This method allow the client to be updated remotely.
 - This is explained in the Operations Utility Presentation
- ◆ **Complete flash recovery using NSBOOT**
 - This method is used to flash a blank compact flash card or recover a corrupted flash one.
 - Note: This reformats the flash card and does not save any configuration information!
 - Verify the Service Utility is installed and running on the server
 - Set to boot from NVRAM



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- ◆ **Complete flash recovery using NSBOOT - Continued**
 - Set client IP address, gateway, etc.
 - Set Boot File Source to Network
 - Set boot file server IP address to the Service Utility Server's IP address
 - Set Boot file server directory to /NS/flashbase/x86/kernel.2200
 - Reboot the client
 - After the kernel loads, select the desired BOM image from the menu.
 - **NS-x86-2200-e-032-010-01.BOM:** Brazilian Portuguese, Canadian French, LA Spanish, US English
 - **NS-x86-2200-e-032-010-02.BOM:** Danish, Dutch, Finnish, French, German, Norwegian, Swedish, UK English, US English
 - **NS-x86-2200-e-032-010-03.BOM:** Belgian (Dutch and French), Italian, Portuguese, Spanish, Swiss (French, German, and Italian), US English
 - After the flash rewrite is complete, the system will reconfigure itself to boot from the flash card and then reboot.
 - If the client was originally booting using DHCP, you will need to reconfigure NSBOOT to use DHCP.



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► Troubleshooting

- ◆ **If the client is having problems contacting the server, verify the following Windows services are running through Control Panel->Services. Start them if they are not running.**
 - ✓ IBM NFS Server
 - ✓ IBM RPC Portmapper
 - ✓ IBM Time Protocol Server
- ◆ **If a service fails to start, check the Windows application event log for errors.**
- ◆ **NT NSM V1R3 is not aware of the TCE Service Utility. You will break the TCE Service Utility in the following situations:**
 - Install NT NSM V1R3 (V2R1 is not installed) after TCE Service Utility
 - On an NT NSM system with both V2R1 and V1R3, and you uninstall V2R1 then V1R3 (leaving TCE Service Utility). In this situation, you can repair the Service Utility by running the following tool:
 - `x:\NetVista\enod\bin\NVNetConfig -create`