

JF-ETP-5100B User's Guide

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1. Introduction

1.1 What is the access terminal?

The JF-ETP-5100B access terminals enable you to dramatically cut computing costs by sharing the untapped power of PCs. The access terminals, Ethernet-based extension protocol, and terminal services software work together to efficiently harness excess computing capacity and enable multiple users to share a single PC. Best of all, IT staff and end users do not need special training because this end-to-end solution is easy to manage and is compatible with standard PC applications.

1.2 What is the terminal services software?

Note: This document uses the following terms interchangeably: "User software," "host PC software," "terminal services software" and "NCT-2000-XP".

NCT-2000-XP, the terminal services software, divides the host PC's resources into independent sessions that give each user their own robust PC experience. One PC can support up to ten users when running on a desktop operating system, such as Microsoft Windows XP. With a server operating system on the host (Microsoft Windows 2003 Server or Linux), up to 30 users can be supported simultaneously.

1.3 Features

The JF-ETP-5100B access terminals do not have a CPU, hard drive or CD-ROM, yet most users find it indistinguishable from a full PC environment. The JF-ETP-5100B exclusive technology allows you to add up to 30 computing terminals to your existing PC. Each access terminal offers a full and independent computing experience.

Simultaneous desktop operation

Each access terminal accesses the host PC OS and can run its applications concurrently and independently through Ethernet.

Minimal Maintenance Required

You only have to maintain and upgrade the host PC since the access terminals have no CPU, hard drive, or CDROM.

Small sleek design

Allows more room in your office or on your desk, and can even mount on the back of your LCD with included bracket.

Eco-friendly

Since the access terminals have no moving parts, it makes no noise and saves energy by drawing only 5 watts.

Supports multiple resolutions

640x480, 800x600, 1024x768 and 1280x1024, by 16-bit colors.

Support windows XP sp3 patch and windows 2003 server sp2 patch.

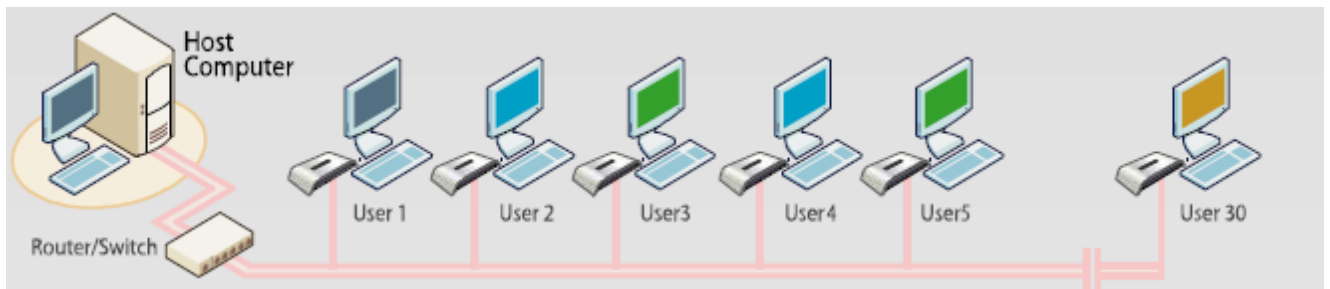
1.4 Minimum System Requirements

A host PC with at least:

- A 2 GHz processor
- 512 MB RAM
- 60 GB hard disk drive
- Ethernet switch or router

Do not use a notebook PC as the host. Notebooks use power-saving features and different technologies than a typical desktop PC, and this causes power management and memory problems.

1.5 Conceptual Diagram



2. Installation

2.1 Install the terminal services software

(Optional, but must be done once)

Insert the Software Installation CD into the host PC's CD drive.

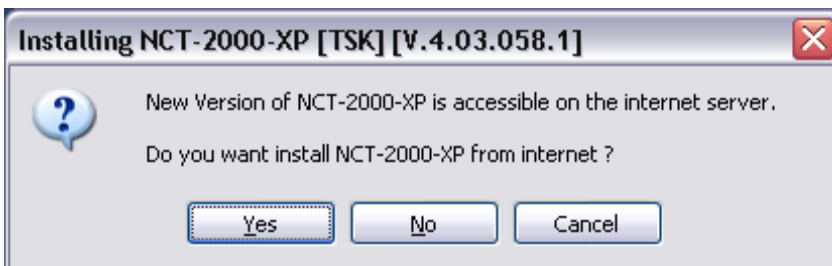
In most cases, a window will automatically appear after a few seconds with installation options. If it doesn't appear after 2 minutes, go to "My Computer", open the CD drive's icon, and start the "Setup" application.

At the installation screen, click the "Install Program" button.

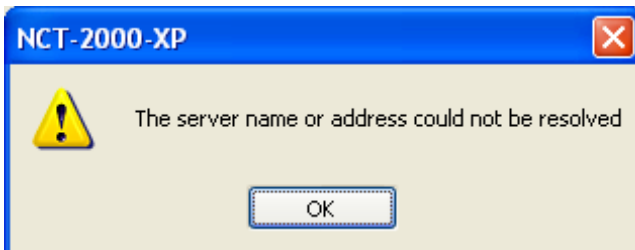


The above image will be modified a little bit. So it should be changed.

Before the installation starts, the installation software attempts to connect to the Internet to compare the software version on the CD with the latest software version on the server. If there is a later version on the server, a prompt will appear to ask if you want to use the version on the CD or if you want to install the latest version. It is recommended to install the latest version rather than use an older version on the CD.



Note: The following message will appear if any computer on the network is not connected to the Internet or a program such as a firewall blocks the port.

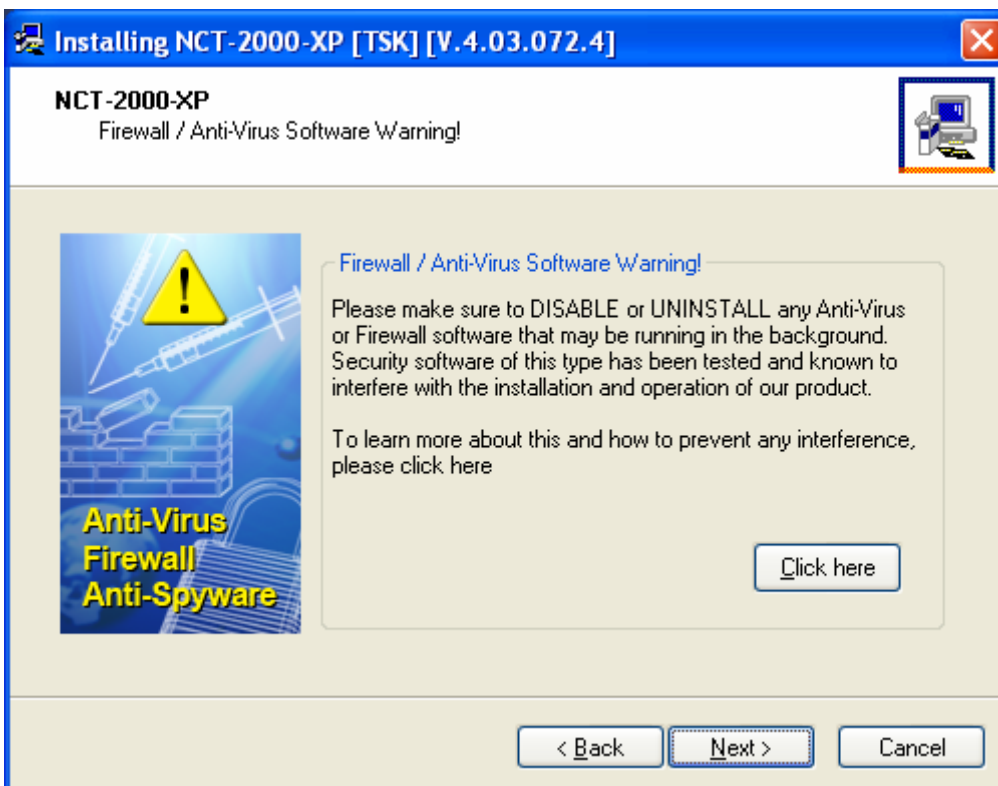


The following ports should be opened on the LAN: TCP Ports 27605, 3581, 3597, 3645, 3646, 3725; UDP Ports 1027, 1283 (these are subject to change).

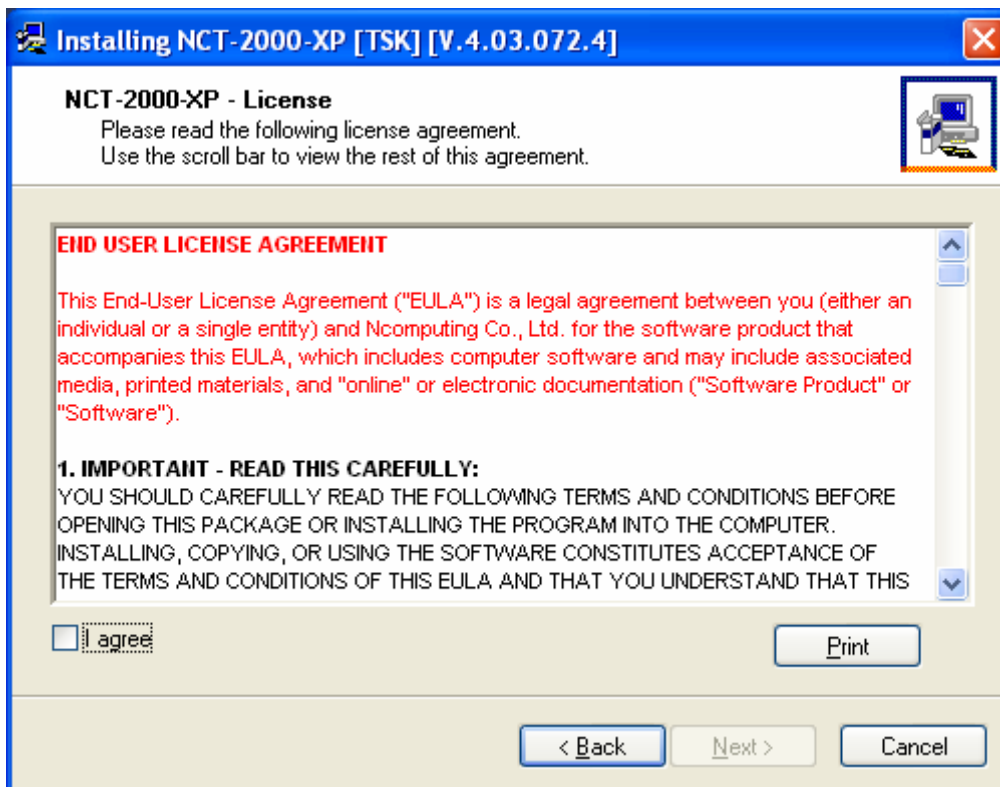
At the "Welcome" screen, click the "Next" button.



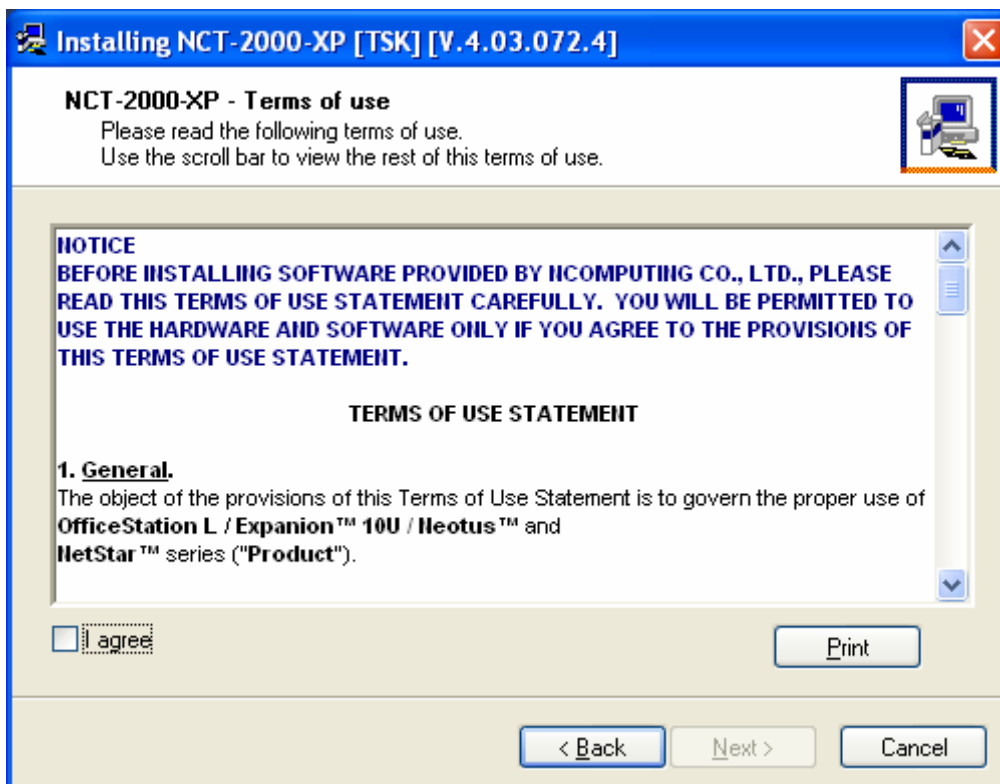
At the antivirus and firewall warning screen, click the "Next" button.



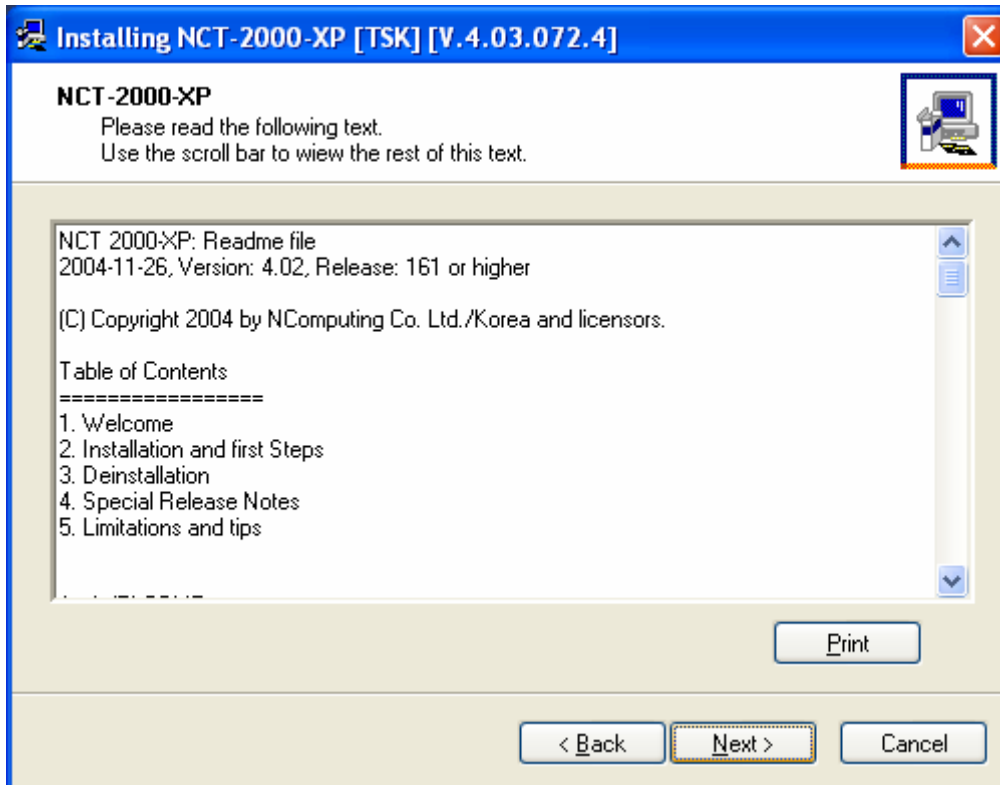
At the software license screen, you may view the software license and print it out. When you are finished, click the "I agree" checkbox, and then click on the "Next" button.



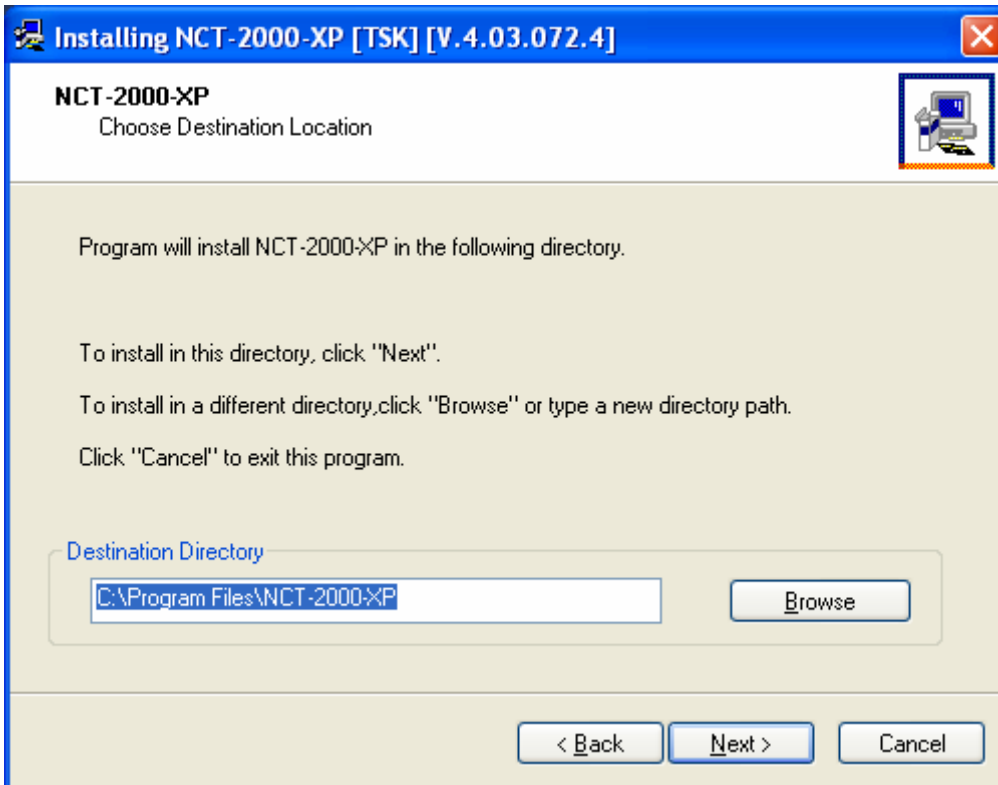
At the software terms of use screen, you may view the software terms of use document and print it out. When you are finished, click the "I agree" checkbox, and then click on the "Next" button.



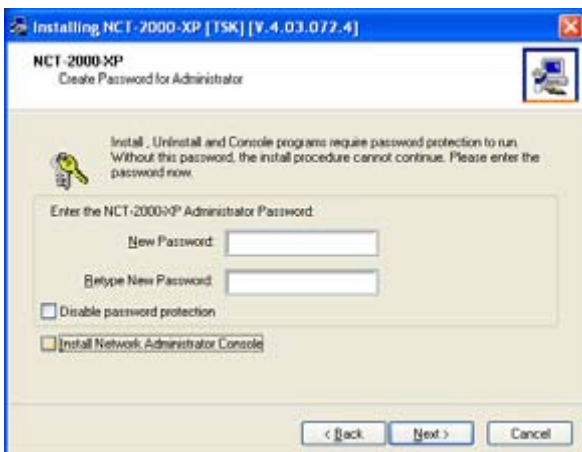
At the readme file screen, you may view the readme file and print it out. When you are finished, click on the "Next" button.



At the "Choose destination location" screen, you can install to the default location, or you can choose a different location. When you are finished, click on the "Next" button.

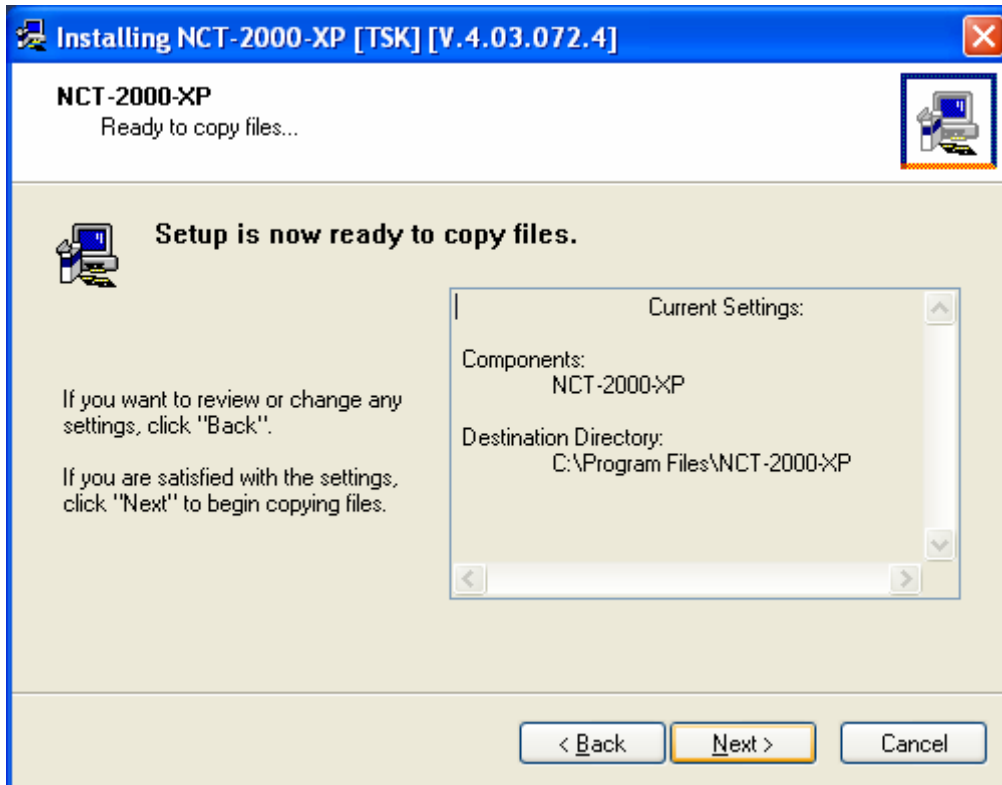


At the "Choose Password for Administrator" screen, select whether or not to use an administrator password and whether or not to install the Network Administration Console. If you choose to use an administrator password, enter it and retype it. Click on the "Next" button.

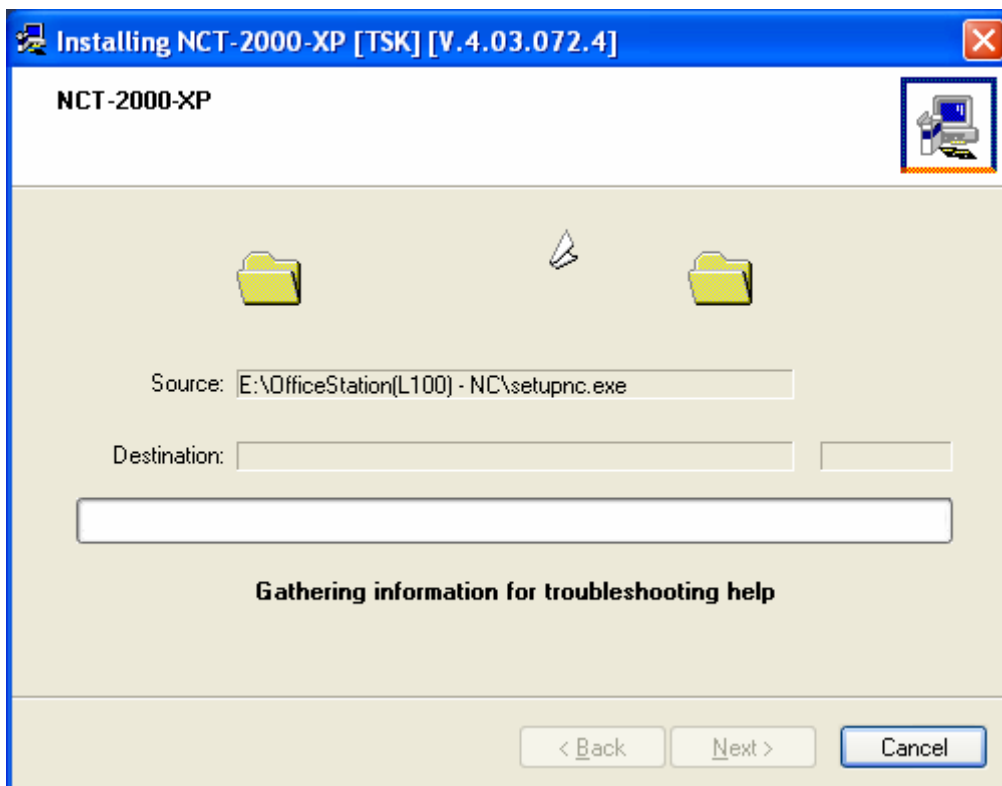


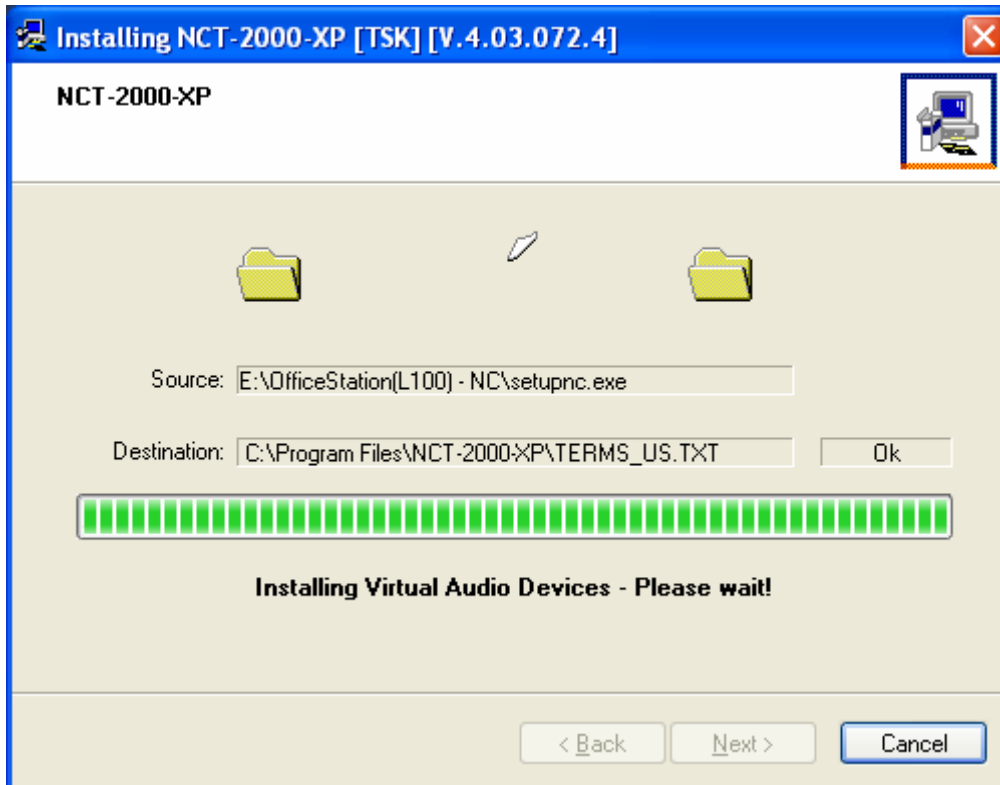
Note: The Network Administration Console allows you to administer the terminal service software and the access terminals in your network. It is recommended to be installed at least once on each network to enable administration tasks. It may be installed on every terminal service software installation.

At the installation confirmation screen, review the selections and click on the "Next" button.



The software is installed.

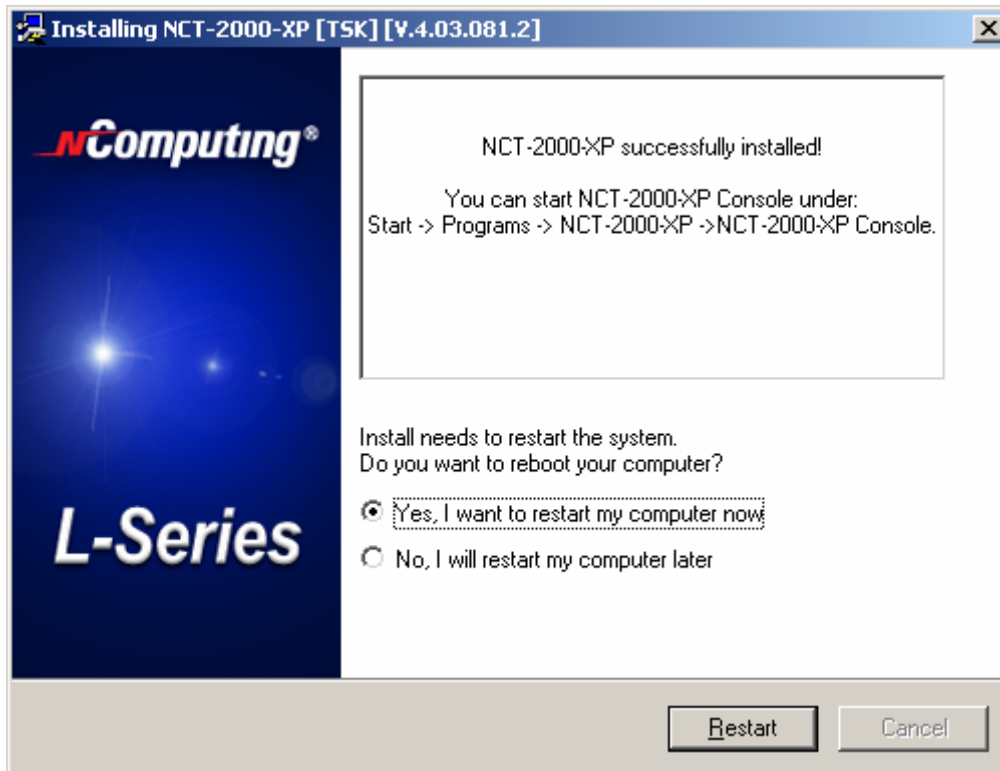




At the "Add new users" screen, select whether or not you would like to add new users to the system. If you click the "Yes" button, the installation program will launch a screen to administer user accounts on the host PC. If you click the "No" button, the installation process will continue without bringing up the user administration screen.



Note: It is recommended that all users have their own user accounts to enable control of their own settings.
At the "NCT-2000-XP successfully installed" screen, select whether or not to restart the computer.



The above graphics image will be changed.

Note: It is required to reboot the computer before using the terminal service software or the access terminals connected to the host PC

2.2 Connect the Access Terminal



The access terminal must be connected via Ethernet to the host PC. This can be done using an Ethernet switch, a router, or some other network connection method.

When registering the software, all the access terminals must be connected to the host PC using Ethernet

2.3 Network connection

Note: If the network is configured to use DHCP to get dynamic IP addresses, you can setup the access terminal to use it.

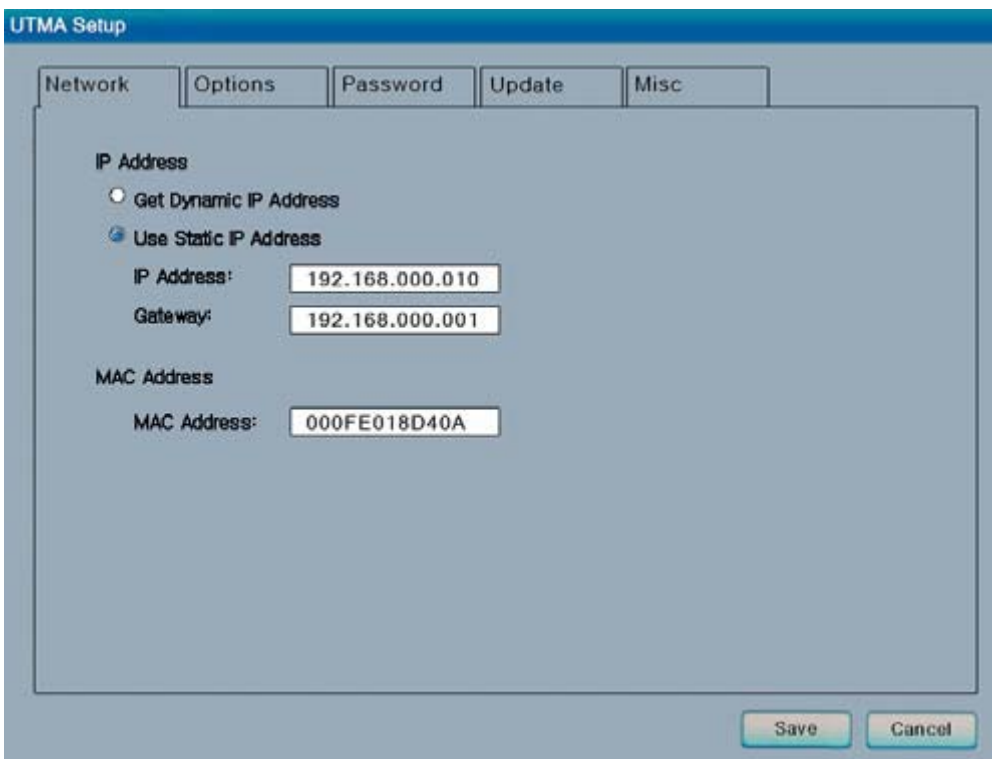
Go to the access terminal and select the "Options" button, and then select the "Setup" button.



In the "Network" tab, select whether to use a dynamic IP address or a static IP address.

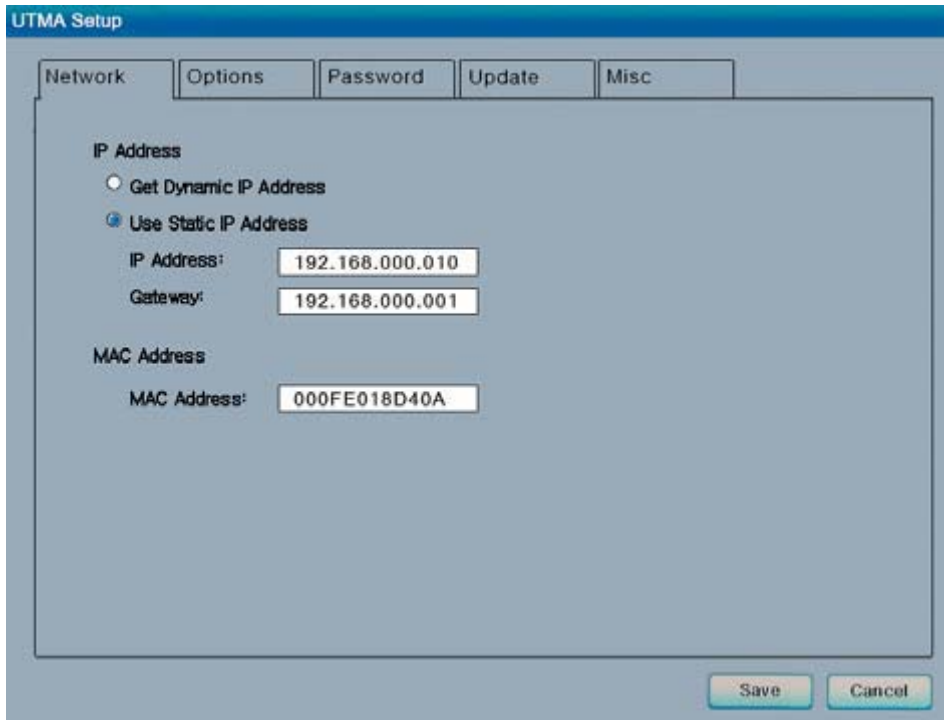
If you setup the access terminal to use a dynamic IP address, you don't need to enter anything as the IP address.

Click the "Save" button.



If you setup the access terminal to use a static IP address, you must enter the IP address and the default gateway.

Click the "Save" button.



2.4 Installation with monitor mounts

(B series only)

The JF-ETP-5100B and other B series products include a monitor mount, mounting collar, monitor mount screws (silver color) and mounting collar screws (black color) for mounting it to the back of a monitor. To mount the terminal, first secure the monitor mount to the back of the monitor, as in the following pictures.



The above picture shows the monitor mount attached to the back of the monitor with the four silver screws. Note that the black attachment clips are oriented vertically. Also, note there are holes in the monitor mount that support a 100 mm mount and a 75 mm mount.



The above picture shows the terminal attached to the monitor mount. This is done by sliding the terminal on the attachment clips and pushing it down to secure it.



The above picture shows the mounting collar holding the terminal in place with the four black screws.



The above picture shows the JF-ETP-5100B on the mounting bracket, secured with the mounting collar, and all cables connected.



The above picture shows the JF-ETP-5100B.

3. Uninstallation

To uninstall the NCT-2000-XP program, select "Uninstall NCT-2000-XP" in the "Start" menu. Follow the prompts and the programs are removed from the host PC. After the program is uninstalled, you must restart the host PC to complete the process.

4. Using the access terminal

4.1 Configure the Access Terminal

4.1.1 The access terminal screen

The host PC list shows host PCs to connect to. Select a host PC from the list and click on the "Connect" button to start. The "Refresh" button refreshes the host PC list.



4.1.2 The Options Menu

The "Options" button brings up a menu where you can view and change the access terminal's settings



Within the "Options" screen, the "Reset" button resets the access terminal
The "Info" button brings up a window to view the following information about the access terminal:

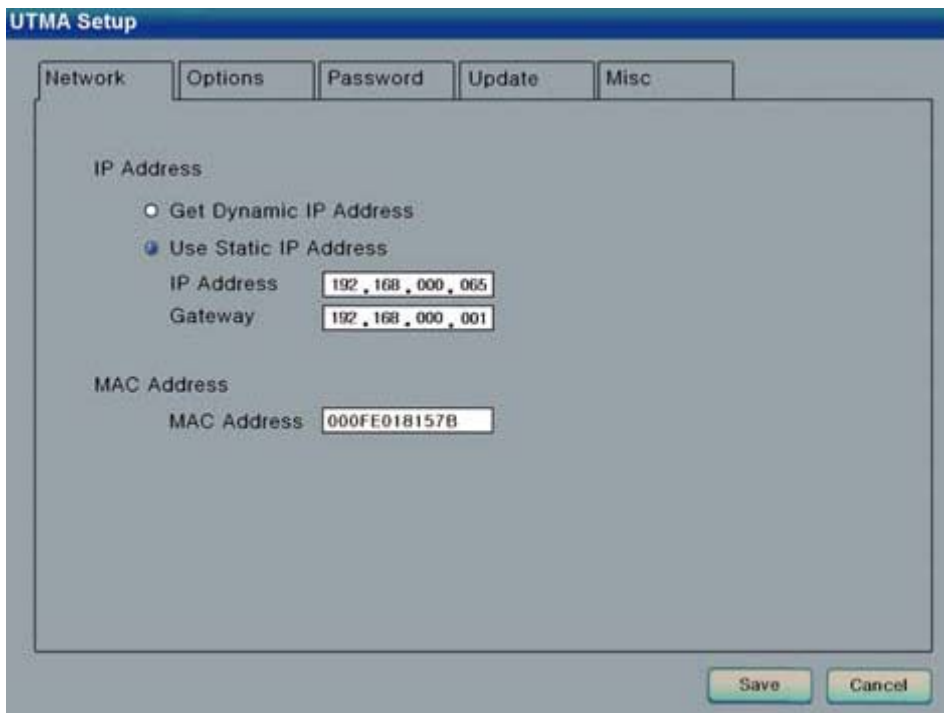
- Version: the version of firmware running on the access terminal
- Build: The build number of the firmware running on the access terminal
- Date: The date of the firmware running on the access terminal
- Device Model: The model number of the access terminal
- Loaded Schema Version: The schema version running on the access terminal
- IP Address: The IP address the access terminal is configured to use
- Gateway: The IP gateway the access terminal is configured to use
- MAC Address: The MAC address of the access terminal
- Serial Number: The serial number of the access terminal
- Alias: The alias of the access terminal, configured in the host PC management console
- "Loaded from . . .": How the access terminal loaded its latest firmware update.



The "Close" button closes the options menu.

4.1.3 The "Setup" Menu

Within the "Options" screen, the "Setup" button brings up a set of tabs for viewing and changing the access terminal settings. *Note that this is an optional step to be used for more control of the terminal.*



The "Save" button saves all the changes made in the tabs and close the window. This brings the user back to the host PC list.

The "Cancel" button discards all the changes made in the tabs and closes the window. This brings the user back to the host PC list.

4.1.4 The “Network” Tab

The "Network" tab contains settings for network connectivity.

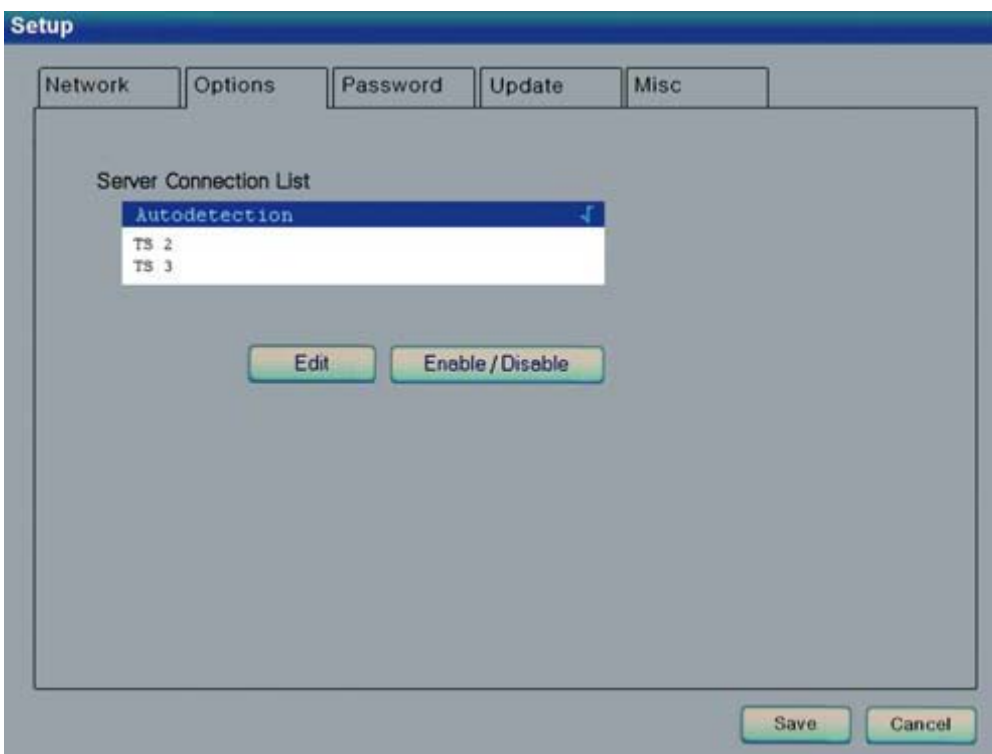
If you have an IP Address, click on the "Use Static IP Address" radio button to set an IP address and gateway address for the access terminal to use.

Otherwise, click on the "Get Dynamic IP Address" radio button to configure the access terminal to use DHCP to get its IP address.

The MAC address is shown here for reference.

4.1.5 The “Options” Tab

The "Options" tab contains settings for host PC connections.



The "Server Connection List" is a list of three connection profiles. There is a check mark to the right of each profile that is enabled.

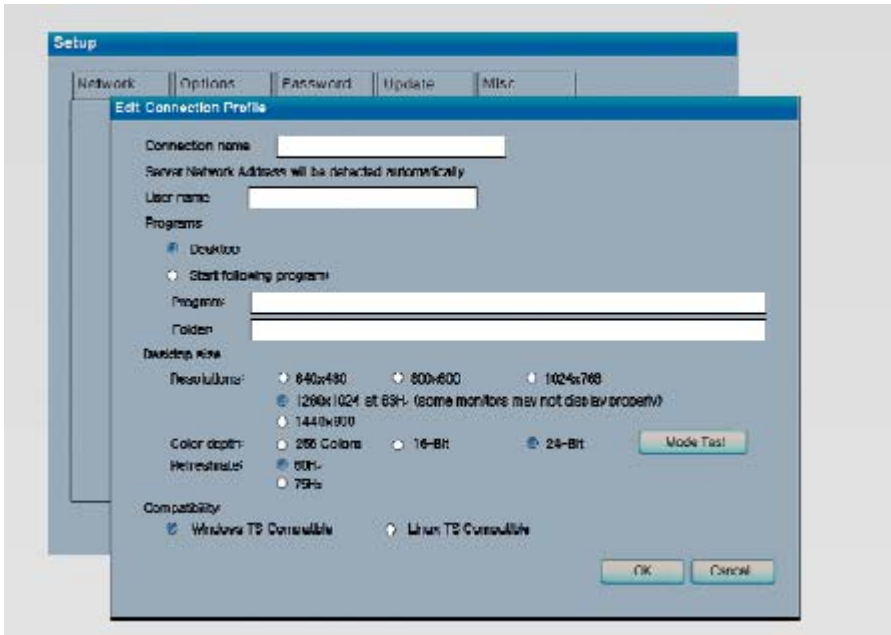
Select a profile and click on the "Edit" button to view and change its settings.

Select a profile and click on the "Enable/Disable" button to enable or disable the profile.

The first profile is called "Auto detection." Unlike the other profiles, its name can never be changed and it has no specified server network address.

The second and third profiles' default names are "TS 2" and "TS 3," respectively. You can change these profile's names and they have a "Server Network Address" field where you set

a host PC IP address.

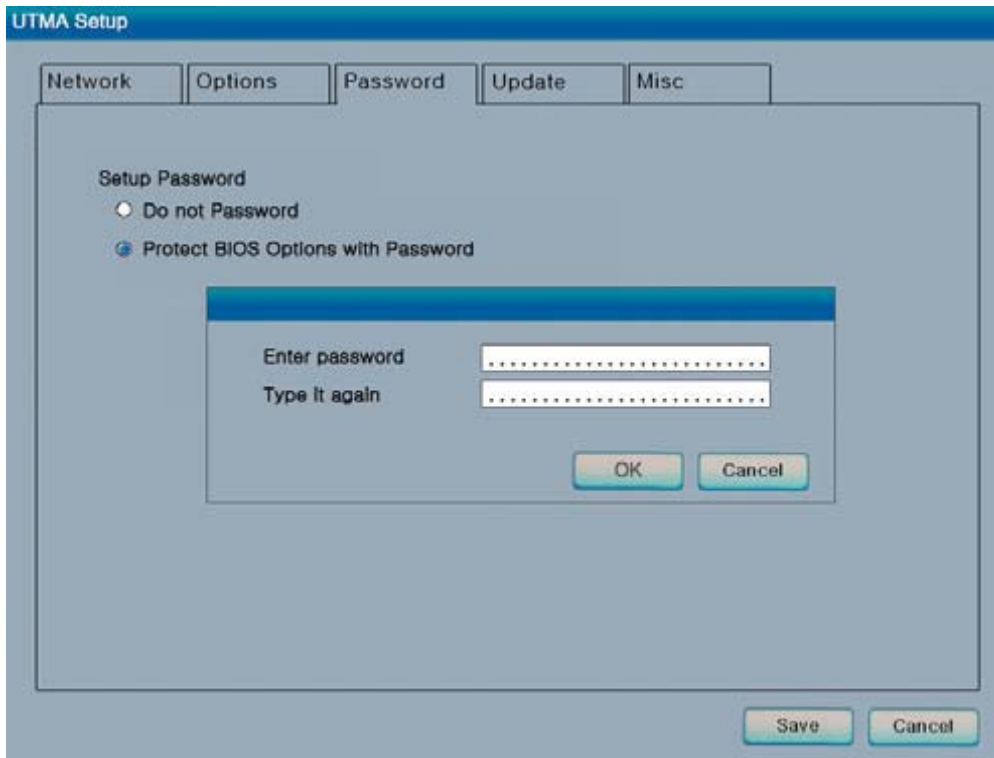


In each profile, there are the following settings:

- The "Auto connects Enabled" radio button, when activated, sets the terminal to automatically connect to the selected server when the terminal is turned on.
 - In the "User name" field, you can enter the user name that you want input to the Windows login dialog box upon connection.
 - In the "Domain" field, you can enter the domain that you want input to the Windows login dialog box upon connection.
 - In the "Programs" section, you can set what launches when the access terminal connects to a host PC using that profile. You can make the desktop come up, or a program that is specified by program name and the folder where it exists on the host PC.
 - In the "Desktop Size" section, you can set the video behavior when the access terminal connects to a host PC using that profile. You can set the resolution, color depth, and frequency.
 - The "Mode Test" button allows you to choose a desktop setting and do a basic test to see if it works with your monitor. Click on the button and the video output will change to the specified resolution, color depth and frequency. To exit the video mode test, press the "Esc" key on the keyboard.
 - Click on the "OK" button to save the changes and close the window.
 - Click on the "Cancel" button to discard the changes and close the window.
- * **Note:** Some monitors may not display certain video mode properly.

4.1.6 The "Password" Tab

The "Password" tab contains settings for protecting the access terminal options with a password.



If you select "Do not use Password", there will be no password required to view or change the access terminal's settings.

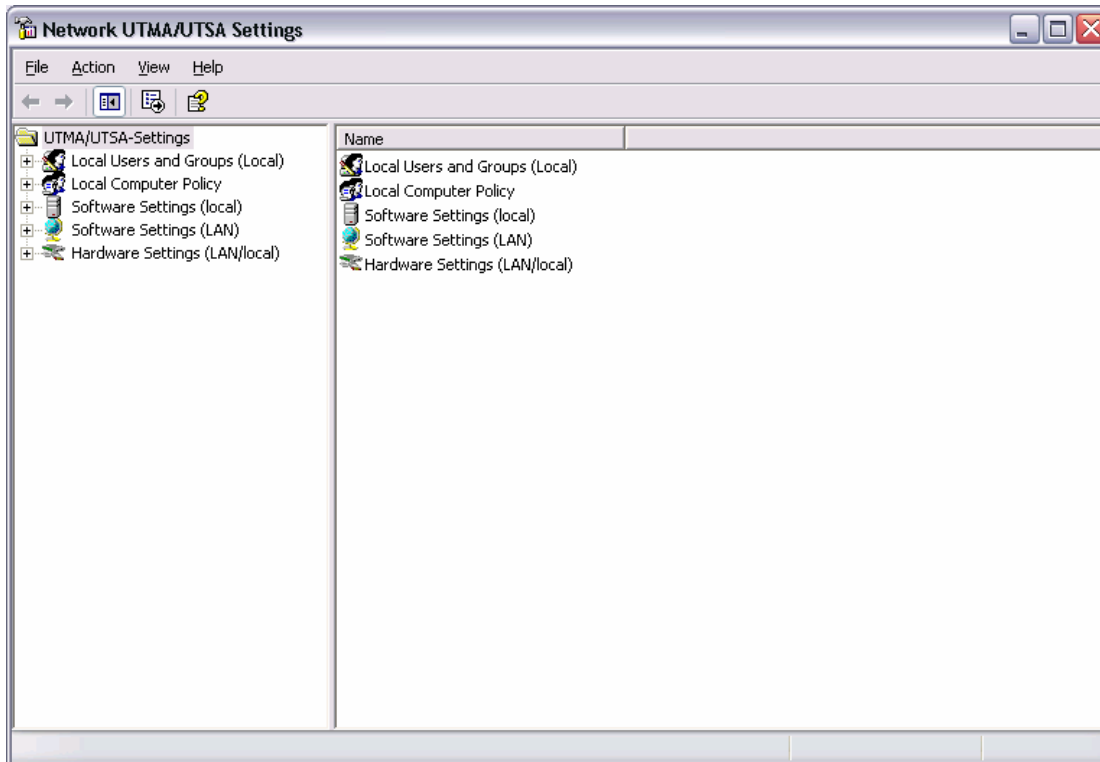
If you select "Protect device Setup Options with Password, a dialog box will pop up where you will be required to enter a password twice. Then, when users click on the "Setup" button in the "Options" sub-menu, they will be asked to enter the password. No other menus are affected by this password.

4.1.7 The “Update” Tab

The "Update" tab contains settings for expert users only.

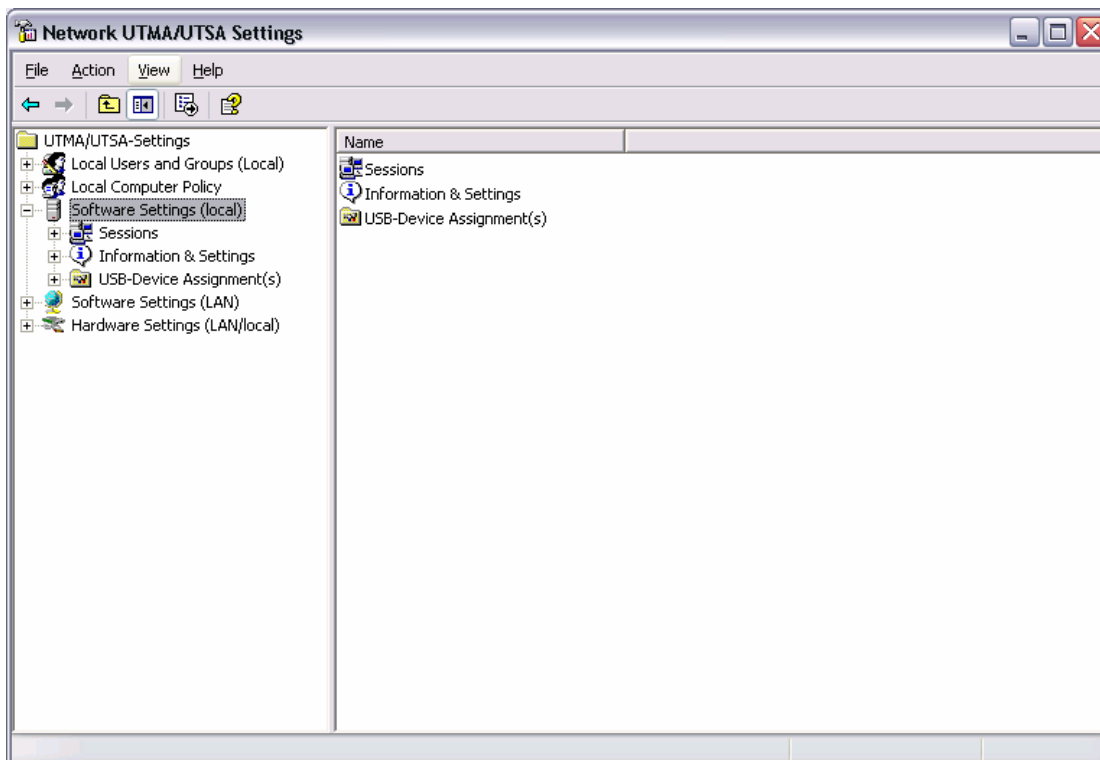
4.2 Using the management console

Start the management console from the Windows Start menu. The application is called, "NCT-2000-XPConsole". You can also start the management console by right-clicking on the icon in the system tray and selecting "NCT-2000-XP Management Console".



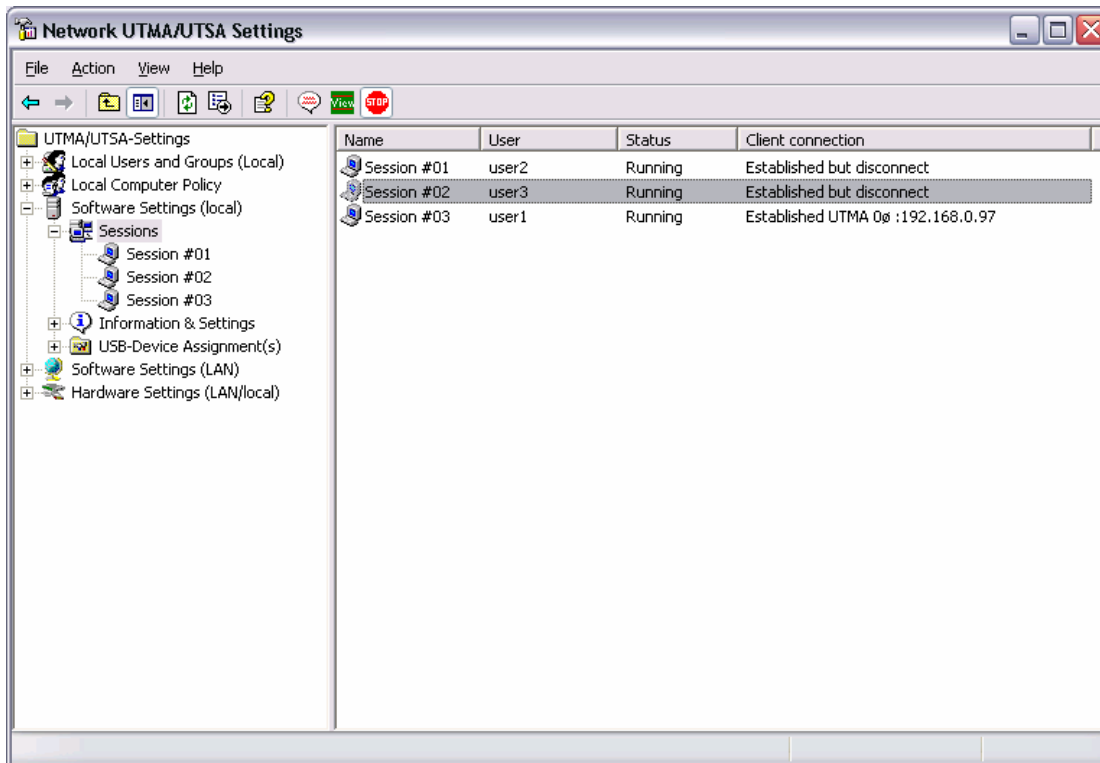
4.3 Software Settings (local)

The "Software Settings (local)" tree allows you to see and change settings for the host PC.

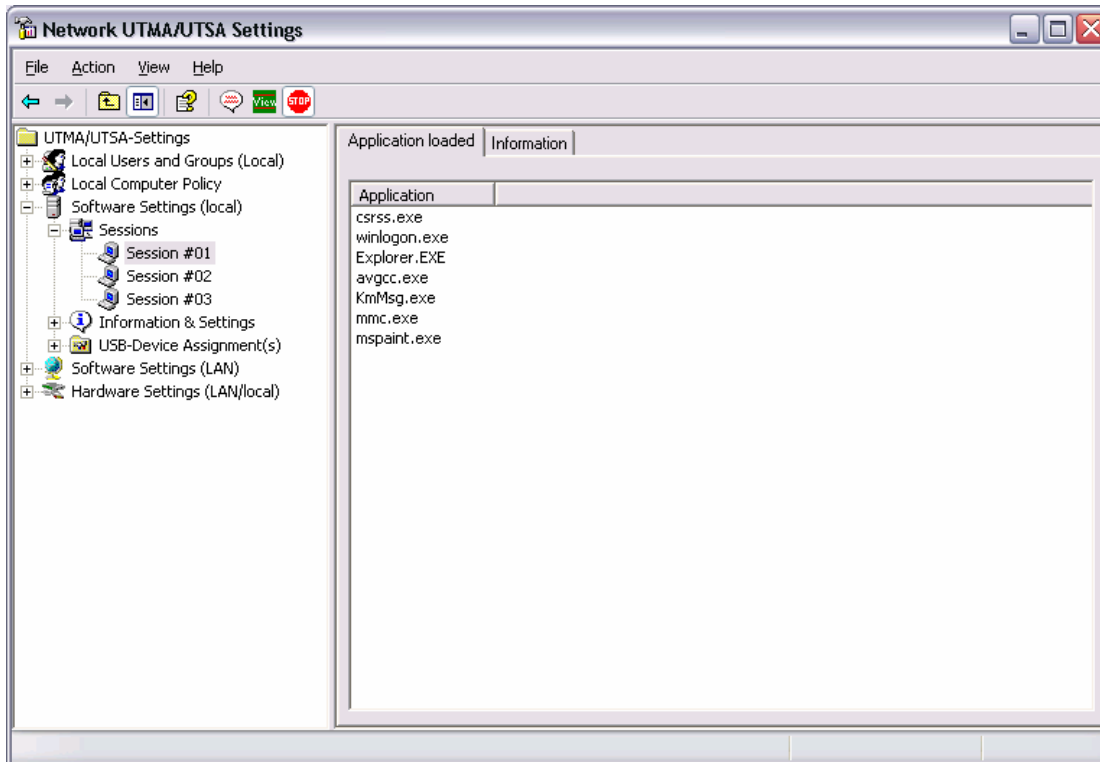


4.4 Sessions

The "Sessions" item shows information about all the sessions currently active on the terminal services software. By clicking on a session in the left window pane, you will see two tabs of available information.

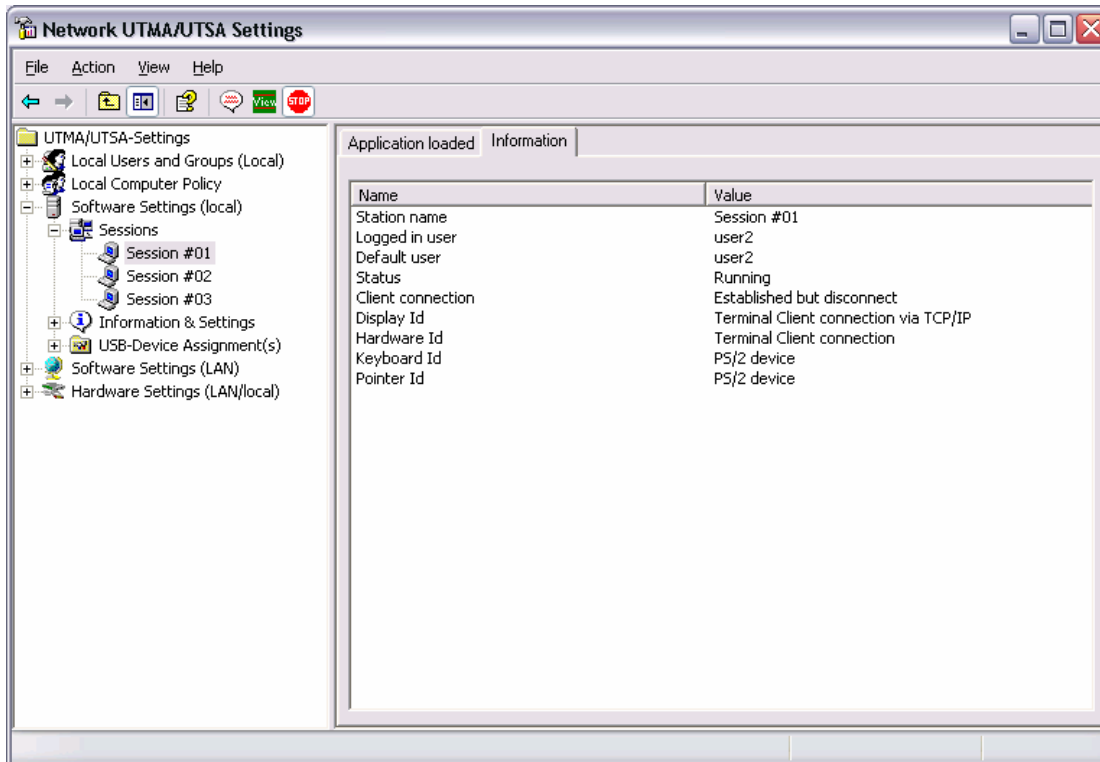


The "Application loaded" tab shows all the applications running on the selected session.



The "Information" tab shows the following information about the selected session:

- The "Station name" field shows the access terminal's provisioned name.
- The "Logged in user" field shows the username that is currently logged in.
- The "Default user" field shows the default username for the terminal session. If one is not configured, it shows the last user that logged in.
- The "Status" field shows the session connection status.
- The "Client connection" field shows the UTMA session and the IP address of the terminal used.
- The "Display Id" field shows the terminal's display ID.
- The "Hardware Id" field shows the terminal's virtual hardware ID.
- The "Keyboard Id" field shows what type of keyboard interface is used.
- The "Pointer Id" field shows what type of pointer interface is used.



In the toolbar, there are three buttons: "Send Message," "View Station" and "Stop Station."

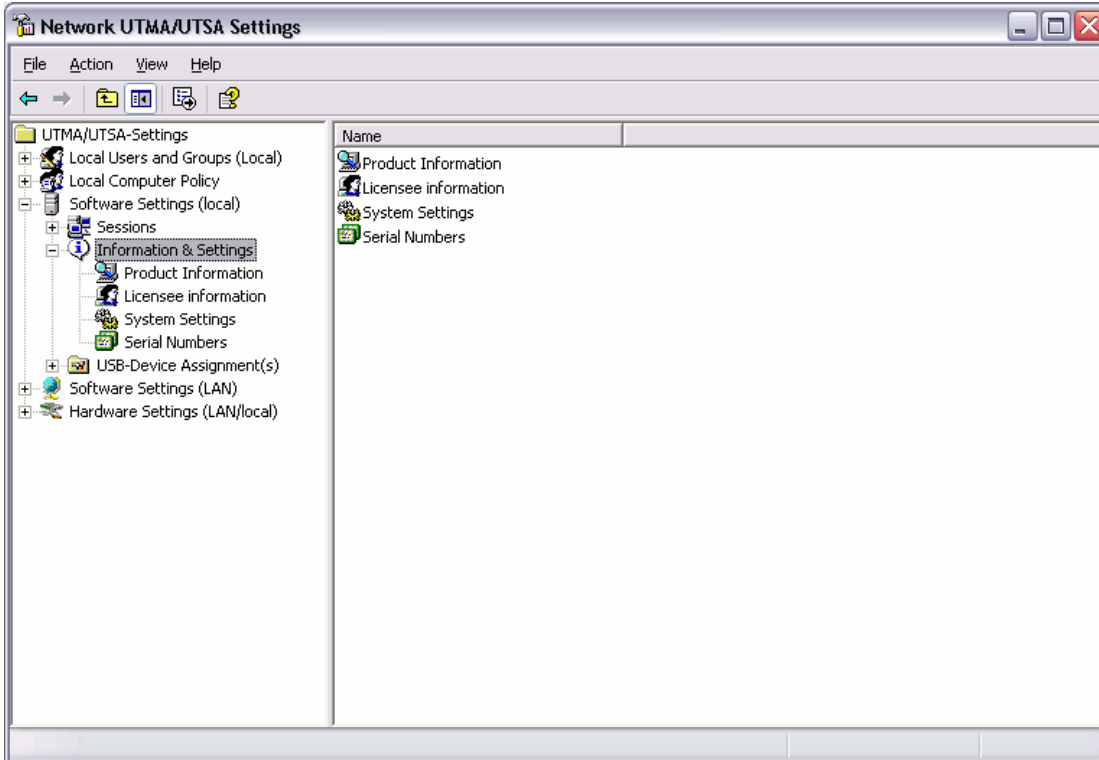
Note: The "View Station" button may not be present if this function is disabled. The "View Station" button is not present when you select the session that you are currently using.

To send a message to a session, select the session and click on the "Send Message" button in the toolbar. The "Broadcast" tab allows you to select a terminal to send the message to, a "From" entry, and a message. The terminal must be connected to the same host PC. The "Network Broadcast" tab allows you to send a message to a terminal that is connected to the same host PC or a different host PC on the same network.

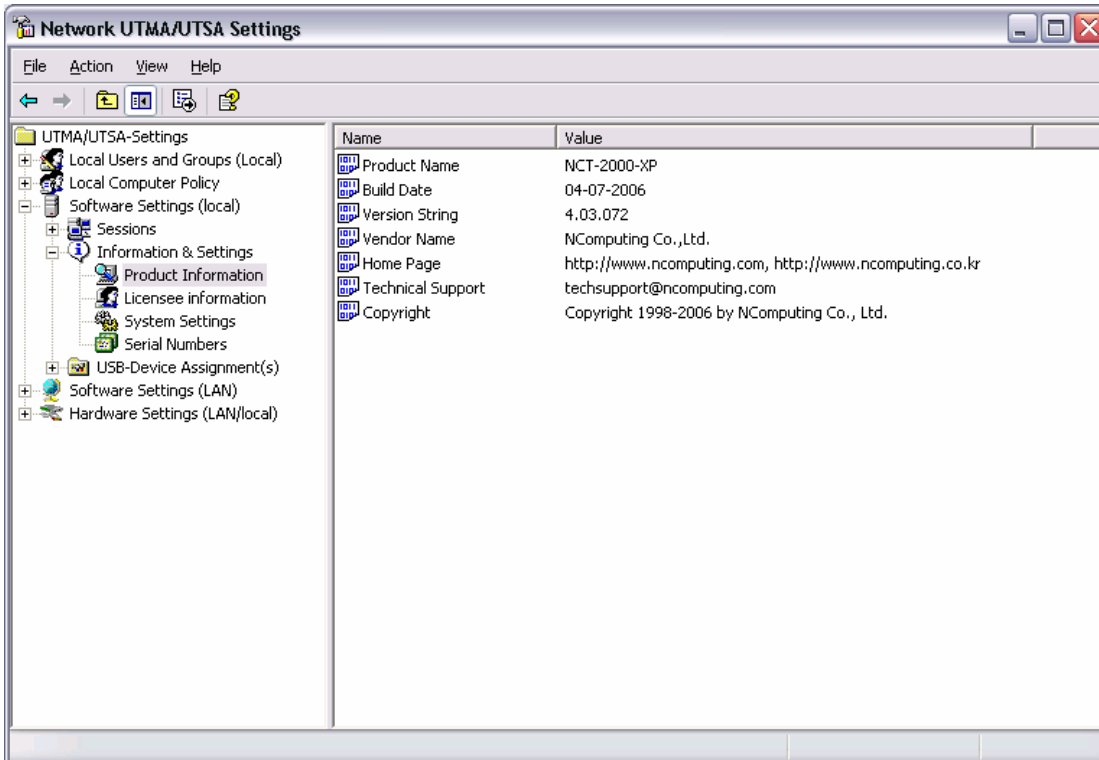
To view a session's screen, select the session and click on the "View Station" button. When viewing a session's screen, you may select whether or not to control the mouse and keyboard remotely and whether or not to allow the user to control the mouse and keyboard. To see and change these settings, right-click on the title bar of the session view to bring up a menu. There are two settings, "Controlled by TS Admin" and "User Input Allowed."

To stop a session, select the session and click on the "Stop Station" button

4.5 Information & Settings

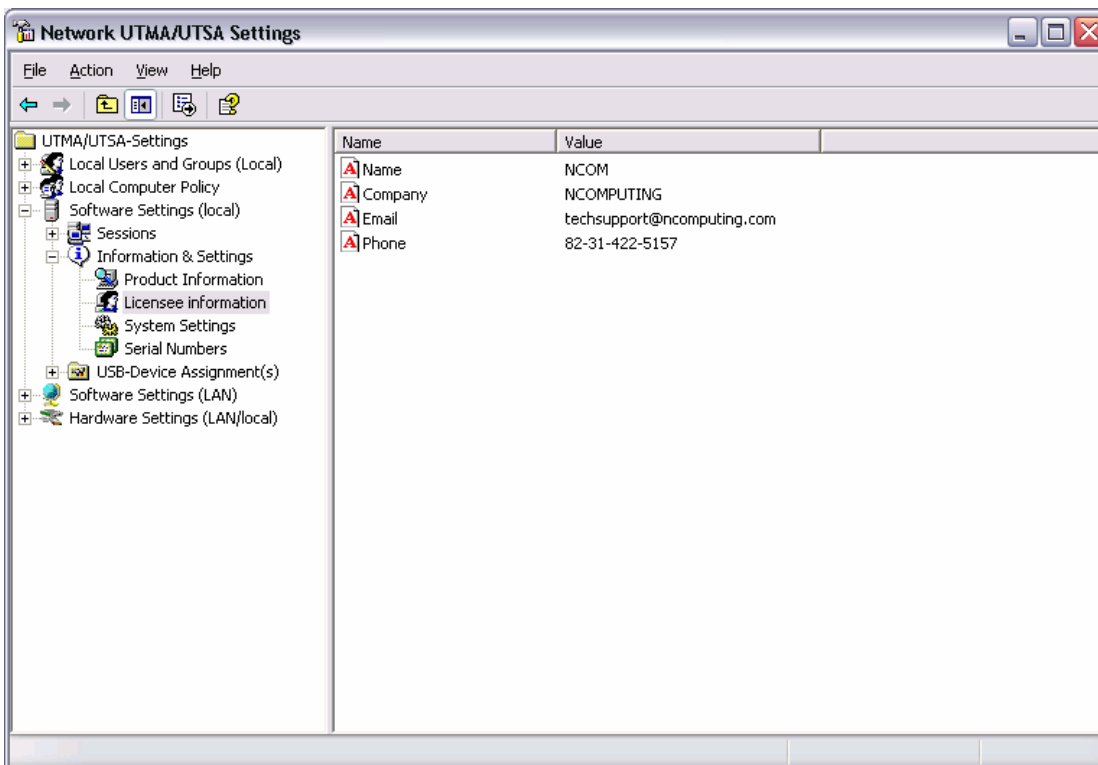


The "Product Information" tree item shows information about the installed terminal services software.



The "Licensee information" tree item shows the information entered during the registration

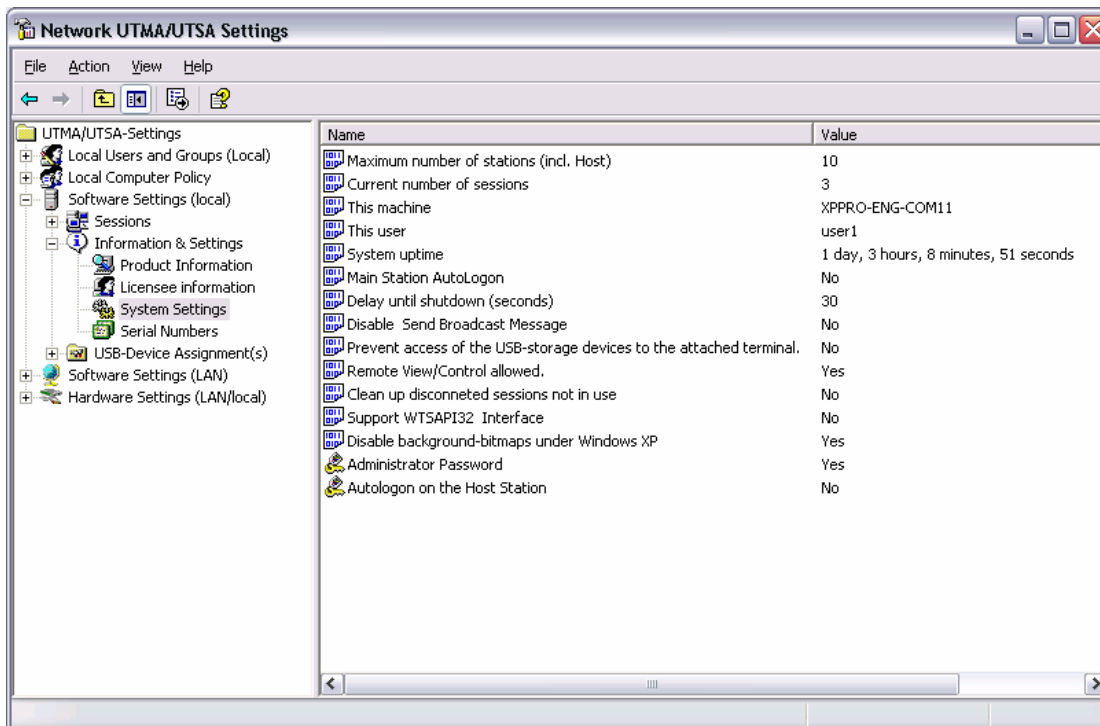
process.



The "System Settings" tree item shows the following settings for the terminal services software. Double-clicking on the name of the setting allows you to adjust it (unless it is read-only, which is specified below).

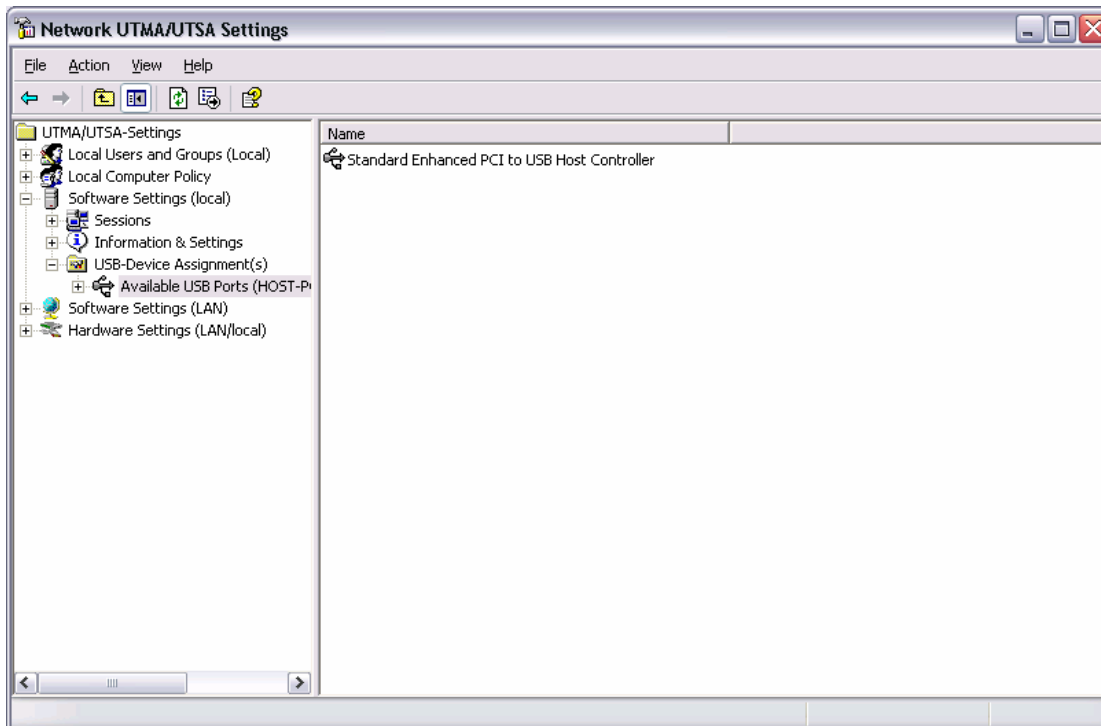
- **Maximum number of stations (incl. Host):** Displays the maximum number of sessions the terminal services software is configured to support. This number includes the host PC. This setting is read-only.
- **Current number of sessions:** Displays the number of active sessions. This setting is read-only.
- **This machine:** Displays the name of the host PC. This setting is read-only.
- **This user:** Displays the currently logged-in user's username. This setting is read-only.
- **System uptime:** Displays how long the host computer has been logged on. This setting is read-only.
- **Main Station Auto Logon:** Displays whether or not the host PC is set to automatically logon at boot-up.
- **Delay until shutdown (seconds) :** Displays the default amount of time after a shutdown command is issued until the shutdown occurs.
- **Disable Send Broadcast Message:** Displays whether or not the administrator has disabled broadcast messages..
- **Prevent access of the USB-storage devices to the attached terminal field:** Displays whether or not the administrator has globally prevented access to USB devices on access terminals..
- **Remote View/Control allowed:** Displays whether or not the administrator has configured the terminal services software to allow administrators to remotely view user and control user sessions..

- **Clean up disconnected sessions not in use:** Displays whether the terminal services software automatically looks for disconnected sessions that are not in use and logs them out.
- **Support WTSAPI32 Interface:** Displays whether or not the terminal services software has turned on support for the WTSAPI32 application interface. At times, this setting is required for certain applications to behave properly..
- **Disable background-bitmaps under Windows XP:** Displays whether or not the user is able to set their own background bitmap for their Windows XP desktop..
- **Do not display last user name:** Displays whether or not the terminal services software displays the last user name that logged on using a particular terminal. This is sometimes enabled as a security measure..
- **UTMA/UTSA USB port support:** Displays whether the administrator has set the terminal services software to allow using the USB port on access terminals..
- **Administrator Password:** Displays whether an administrator password is set..
- **Auto logon on the Host Station:** Displays whether the host PC is set to boot up without the Windows logon screen of the host PC.



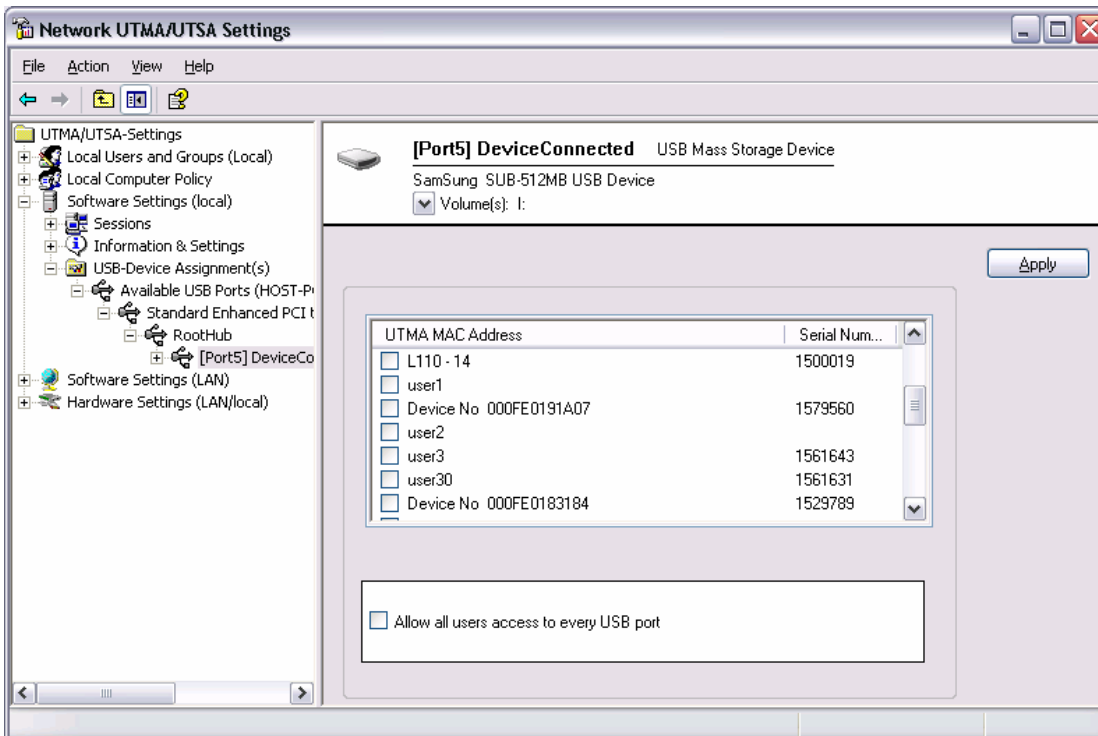
4.6 USB-Device Assignment(s)

Note: This feature is only available on the JF-ETP-5000/JF-ETP-5100 series.



In the "**USB-Device Assignment(s)**" tree item, you can control what USB ports are connected to what USB devices. This includes the USB ports on the terminals. This is only applicable to the JF-ETP-5000/JF-ETP-5100 series. To use this function, navigate the tree to select a connected USB device. After selecting a device, the following information is displayed:

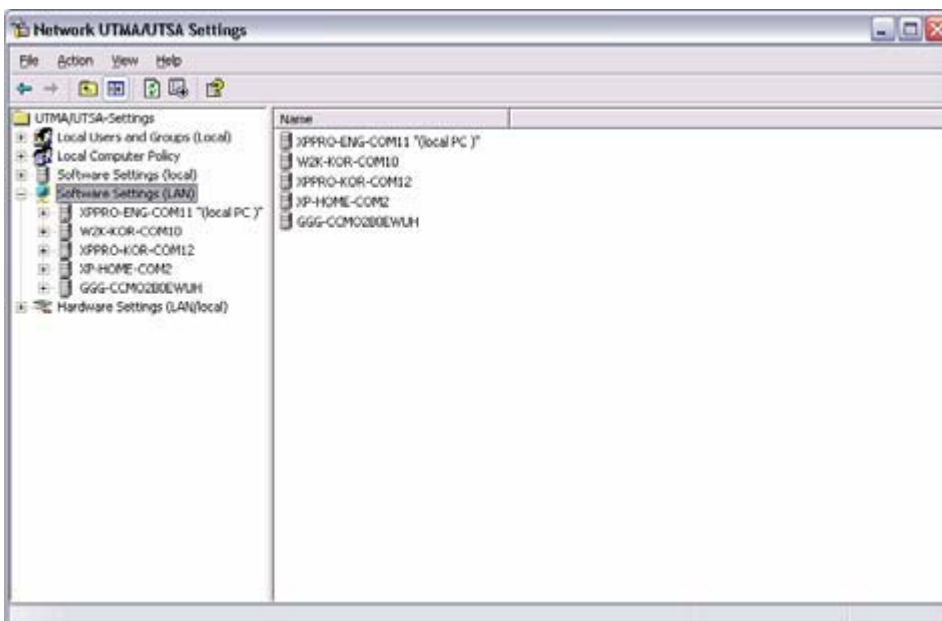
- The port to which the device is connected.
- The device's simple name.
- The device's longer name, usually including the manufacturer and model.
- A check box for "Allow all users access to every USB port". When this is selected, all USB ports are connected, as if in one hub. When it is not checked, there is a list of USB ports where you select which ones to be connected to the selected device. In the list, there is each terminal's MAC address and serial number along with a checkbox.

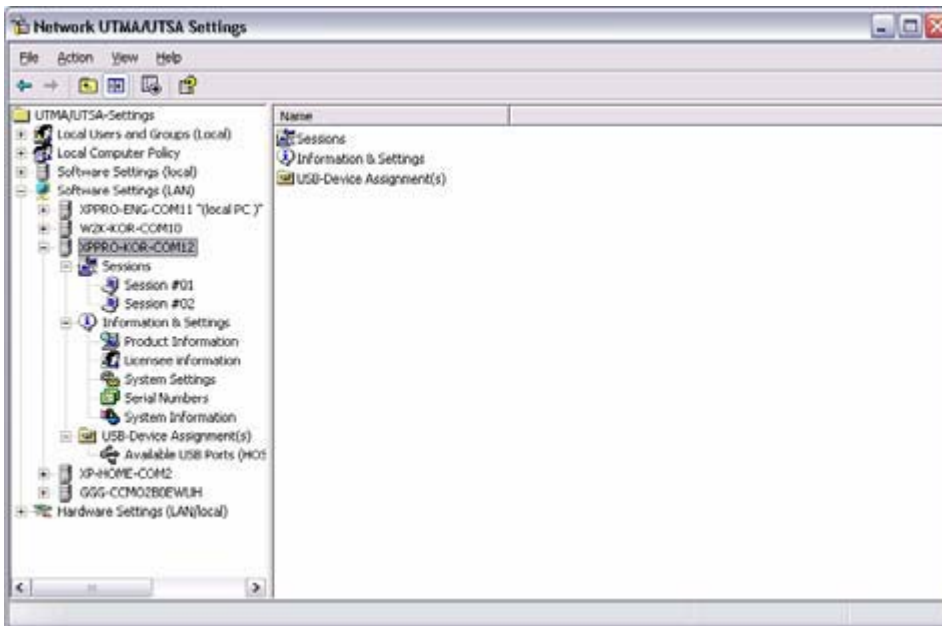


When you click on the "Apply" button, changes to the USB-Device assignments are saved. To discard changes, simply navigate to another tree item or close the console without clicking on the "Apply" button.

4.7 Software Settings (LAN)

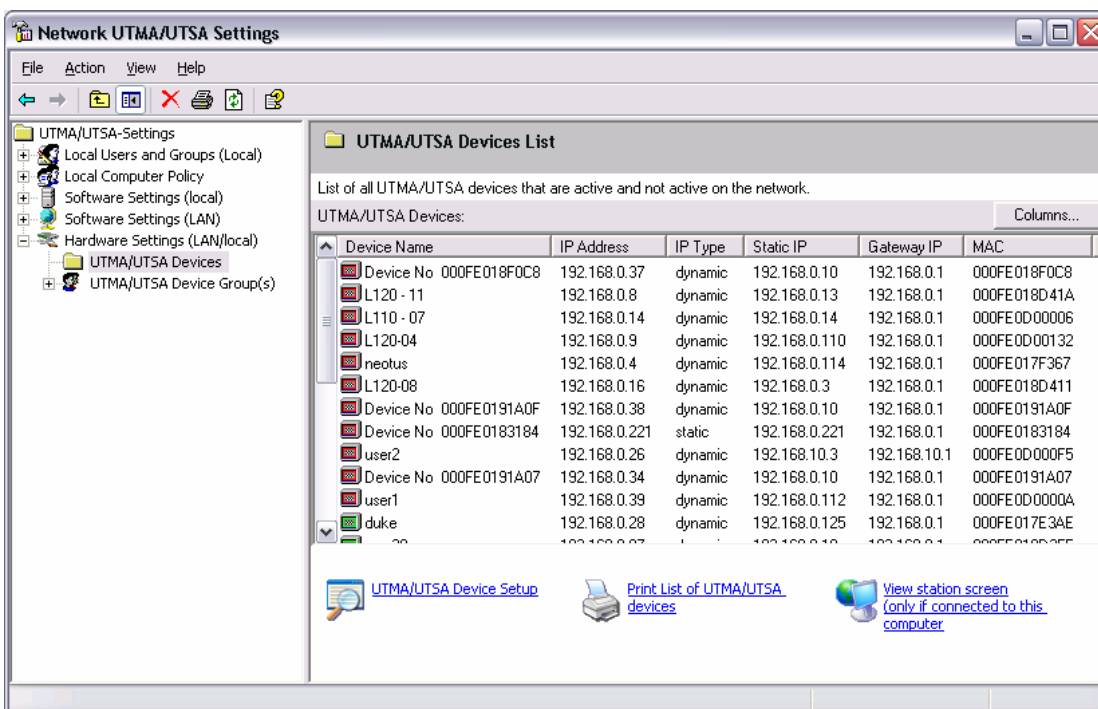
The "Software Settings (LAN)" tree allows you to see and change settings for the host PC and all other PCs on the network that are running the terminal services software. Once you select a server in the tree, the same settings are present as are in the "Software Settings (local)" tree item.





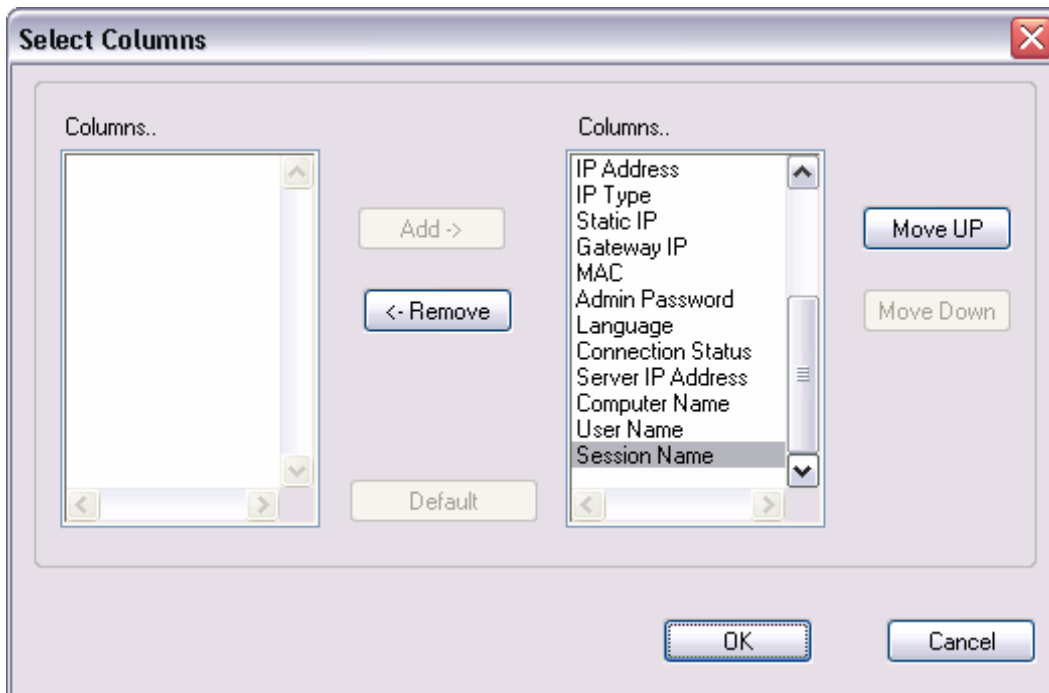
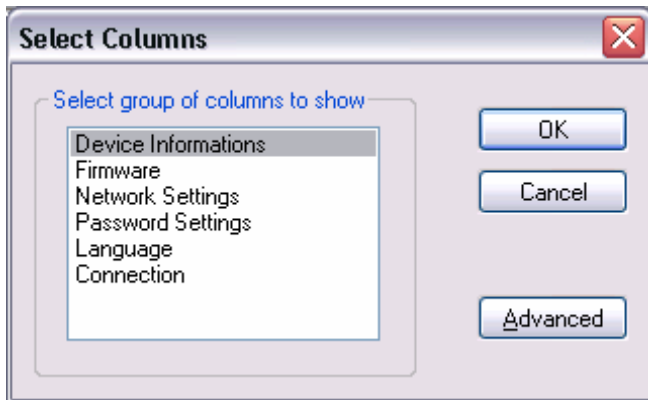
4.8 Hardware Settings (LAN/local)

The "Hardware Settings (LAN/local)" tree allows you to see and change settings for all access terminals on the network.



When you select the "UTMA/UTSA Devices" tree item, there is a table in the right side of the window that contains information about each access terminal. There is a very wide variety of

information available for each terminal. Clicking on the "Columns" button enables you to select what columns are displayed. You can select a preconfigured group of columns or you can click on the "Advanced" button to select individual columns to display.

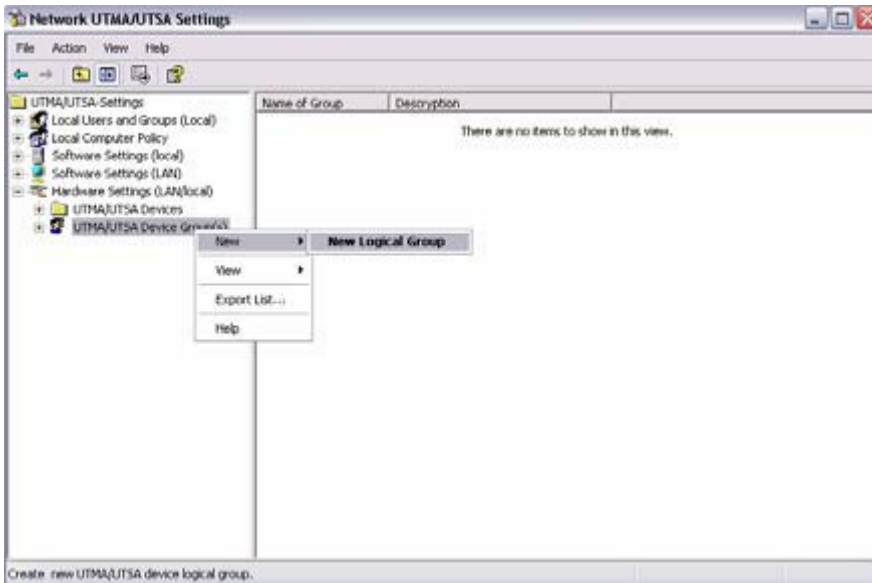


Double-clicking on an entry in the table brings up the "Device Properties" window that shows a list of properties and buttons for changing the device's settings.



The settings you can change are all the same settings you can change when you use the "Options" window on the access terminal itself. See the access terminal setup section for details on these settings.

Note: There are three settings you can change in the "Device Properties" window that you can't change in the access terminal's "Options" window. One is the device's name. You can configure it on the management console by clicking on the "Connection Settings" button. The second is the access terminal's group membership. You can add the access terminal to a group or multiple groups by clicking the "Member of Groups" button and adding the groups to the list. The third is enabling USB on the selected device. In the "Device Properties" window, there is a checkbox labeled, "Enable USB on this device". You can print the access terminal's information by clicking on the "Print" button. In the "UTMA/UTSA Device Group(s)" tree item, you can create groups of access terminals for administrative purposes. Right-clicking on the "UTMA/UTSA Device Group(s)" tree item will bring up a context menu where you can create a group.



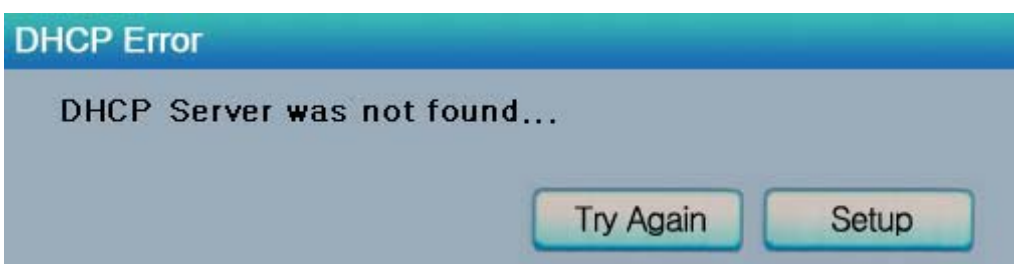
In the "Enter UTMA Device group name" window, enter the group name and description.



Troubleshooting error messages

Error messages on the access terminal

DHCP server was not found



If the access terminal cannot find a DHCP server, this error message appears.

Make sure there is a DHCP server on the current network.

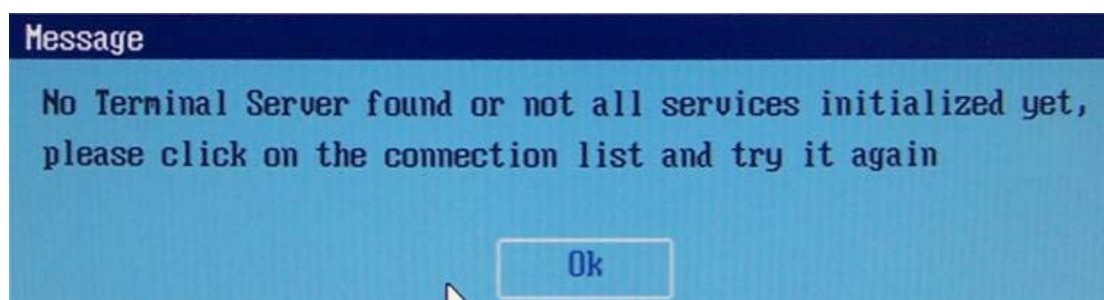
Make sure a LAN cable is connected to the access terminal.

Make sure the LAN cable connected to the access terminal is not a cross-over cable.

Make sure the LAN cable is properly connected to the networking equipment.

If there is no DHCP server on the current network, change to using a static IP address. See the section on installing the access terminal for instructions.

No Terminal Server found or not all services initialized yet, please click on the connection list and try it again



This occurs when the access terminal is set to find the host PC and it does not find the host PC where the terminal services software is installed.

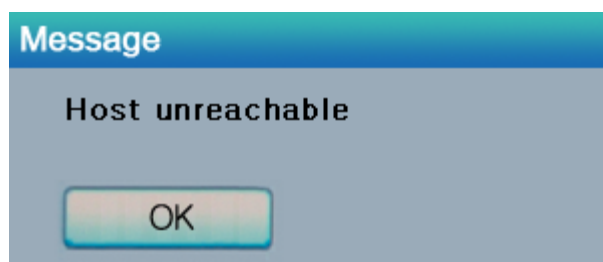
Make sure the NCT-2000-XP program is installed on the host computer.

Make sure the LAN cable is properly connected to the host computer.

Make sure the host computer and access terminal are in the same network.

Make sure any firewall or anti-virus programs installed in the host computer or network equipment are compatible with the terminal services software.

Host unreachable...



When the access terminal cannot connect to the host PC, this message appears.

Make sure the server connection list is configured correctly. See the section about configuring the access terminal.

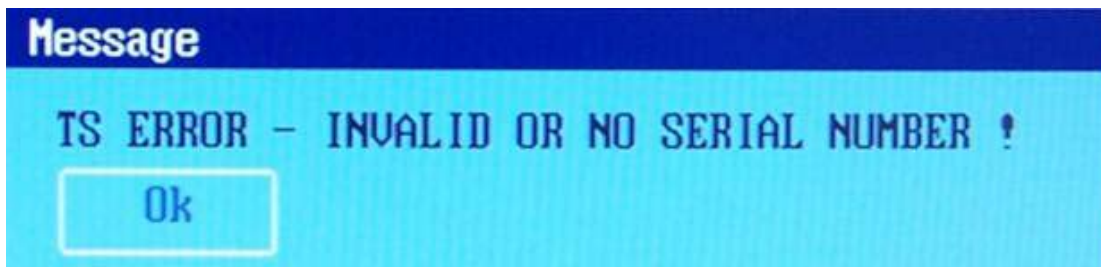
Make sure the terminal services software is installed on the host PC.

Make sure the host computer and access terminal are in the same network.

Make sure any firewall or anti-virus programs installed in the host computer or network

equipment are compatible with the terminal services software.

TS ERROR – INVALID OR NO SERIAL NUMBER!



This message appears when no serial number exists in the host computer. This message does not indicate an error regarding the serial number of the access terminal.

Please see the section about product registration to register the terminal services software and the access terminals.

Connection was closed but your data is not lost and application is still running on the server. Please connect to the terminal sever later.

This message appears when the connection stops due to abnormalities occurring on the host PC or network equipment.

Check the Host PC or the network equipment when this message appears and restart the Host PC and access terminal. Unless the Host PC is rebooted, existing data in the Host PC may be used as is.

Check to see if the host PC is overloaded.

Check to see if the network traffic is overloaded.

Check to see if the host PC is unstable.

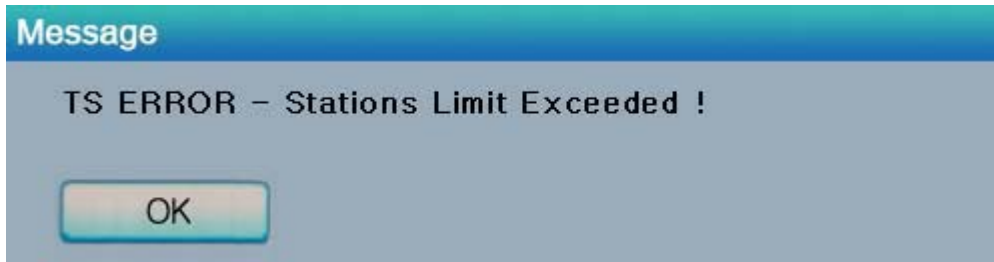
Authorization error



When two access terminals use the same serial number simultaneously, the error message appears.

Check all serial numbers in the terminal services software console.

TS ERROR – Stations Limit Exceeded!



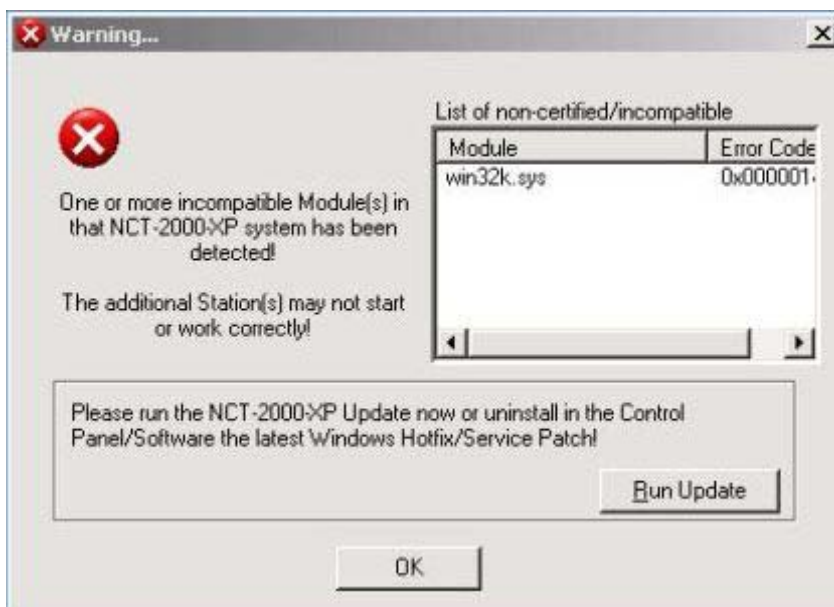
When an access terminal attempts to connect to the host PC and the number of allowed connections is exceeded, this message appears.

Check how many access terminals are connected to the host PC.

Check what operating system is installed on the host PC.

Troubleshooting error messages on the Host PC

Multi user Error



Microsoft distributes Windows updates, and some security updates may conflict with the terminal services software. A conflict may display an error message or disable the access terminal. If this happens, a new version will be distributed within a week. Therefore, please do not install Windows updates immediately after the irrelease. If a problem with Windows updates is reported, detailed information will appear on our website for your reference.

5. Glossary

- Access terminal: a network computing terminal using our patent technology. It doesn't use CPU, VGA, and main chipsets, only use a programmable So C to connect to Host PC. A terminal using UTMA technology can be connected to Host PC by using the LAN cable. Also, it can be connected to remote PC through Internet using TCP/IP.
- Administrator: a person who is responsible for managing a multi-user computing

environment, such as a local area network (LAN). The responsibilities of the system administrator typically include: installing and configuring system hardware and software; establishing and managing user accounts; upgrading software; and backup and recovery tasks.

- Alias: a fictitious [name](#) used by an individual as an alternative to her or his true name.
- Client/Server: describes the relationship between two computer programs in which one program, the client, makes a service request from another program, the server, which fulfills the request.
- Console: the text entry and display device for system administration messages, particularly those from the [BIOS](#) or [boot loader](#), the [kernel](#), the [init](#) system and the [system logger](#).
- DHCP: (Dynamic Host Configuration Protocol) is a communications protocol that lets network administrators centrally manage and automate the assignment of Internet Protocol (IP) addresses in an organization's network. Without DHCP, the IP address must be entered manually at each computer in an organization and a new IP address must be entered each time a computer moves to a new location on the network.
- Download: the transmission of a file from one computer system to another.
- Ethernet: the most widely-installed local area network (LAN) technology - specified in a standard, IEEE802.3.
- Firewall: a set of related programs (located at a network gateway server) that protect the resources of a private network from users on other networks and control what outside resources its own users have access to. (The term also implies the security policy that is used with the programs.)
- Gateway: a network point that acts as an entrance to another network. On the Internet, a node or stopping point can be either a gateway node or a host (end-point) node.
- Host Computer: a computer in which the NCT-2000-XP program has been installed
- Internet: a worldwide system of computer networks in which users at any one computer can, if they have permission, get information from any other computer (and sometimes talk directly to users at other computers).
- IP Address: the Internet Protocol ([IP](#)) is basically the set of rules for one network communicating with any other (or occasionally, for broadcast messages, all other networks). Each network must know its own address on the Internet and that of any other networks with which it communicates. To be part of the Internet, an organization needs an Internet network number, which it can request from the Network Information Center (NIC). This unique network number is included in any packet sent out of the network onto the Internet.
- LAN: local area network (LAN) is a group of computers and associated devices that share a common communications line or wireless link and typically share the resources of a single processor or server within a small geographic area (for example, within an office building). Usually, the server has applications and data storage that are shared in common by multiple computer users. A local area network may serve as few as two or three users (for example, in a home network) or as many as thousands of users (for example, in an FDDI network).
- Log on: in general computer usage, logon is the procedure used to get access to an operating system or application. Almost always, a logon requires that the user have (1) a user ID and (2) a password. Often, the user ID must conform to a limited length such as eight

characters and the password must contain at least one digit and not match a natural language word

- **MAC Address:** in a LAN or other network, the MAC (Media Access Control) address is your computer's unique hardware number. (On an Ethernet LAN, it's the same as your Ethernet address.) When you're connected to the Internet from your computer, a correspondence table relates your IP address to your computer's physical (MAC) address on the LAN.
- **NCT-2000-XP:** Terminal services software for Windows 2000 and XP
- **PC:** Personal Computer
- **Router:** in packet-switched networks such as the Internet, a router is a device or, in some cases, software in a computer, that determines the next network point to which a packet should be forwarded toward its destination. The router is connected to at least two networks and decides which way to send each information packet based on its current understanding of the state of the networks it is connected to.
- **User:** one who uses a computer system. Users may need to identify themselves for the purposes of accounting, security, logging and resource management. In order to identify oneself, a user has an account and a username.
- **USB:** (Universal Serial Bus) is a standard designed to allow peripherals to be connected to a computer using a standardized interface socket and to improve [plug-and-play](#) capabilities by allowing devices to be connected and disconnected without [rebooting](#) the computer.
- **UTMA:** Ultra Thin Multi Access

6. FAQ

Q: Must the versions of the terminal services software in a network be the same?

A: Yes, since different versions might cause data communication problems. Please keep programs updated with the latest version.

Q: I can't download any updates.

A: Make sure that the product is registered (see "Product Registration" section).

Q: Why does a warning message appear when I install the terminal services software?

A: Windows XP SP2 provides a firewall that displays a security warning message when a new port is used (see below). If you click the "Keep Blocking" button, you will not be able to find servers. If you select the "Unlock" button, the port will open unless you block it manually. If you select the "Ask Me Later" button, the port will open temporarily and the security message will continue to appear when the port is accessed

Q: Can the product support 10Mbps or 1Gbps?

A: No, only 100Mbps is supported.