Rapport 4.0 Troubleshooting Best Practices

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1. Installation

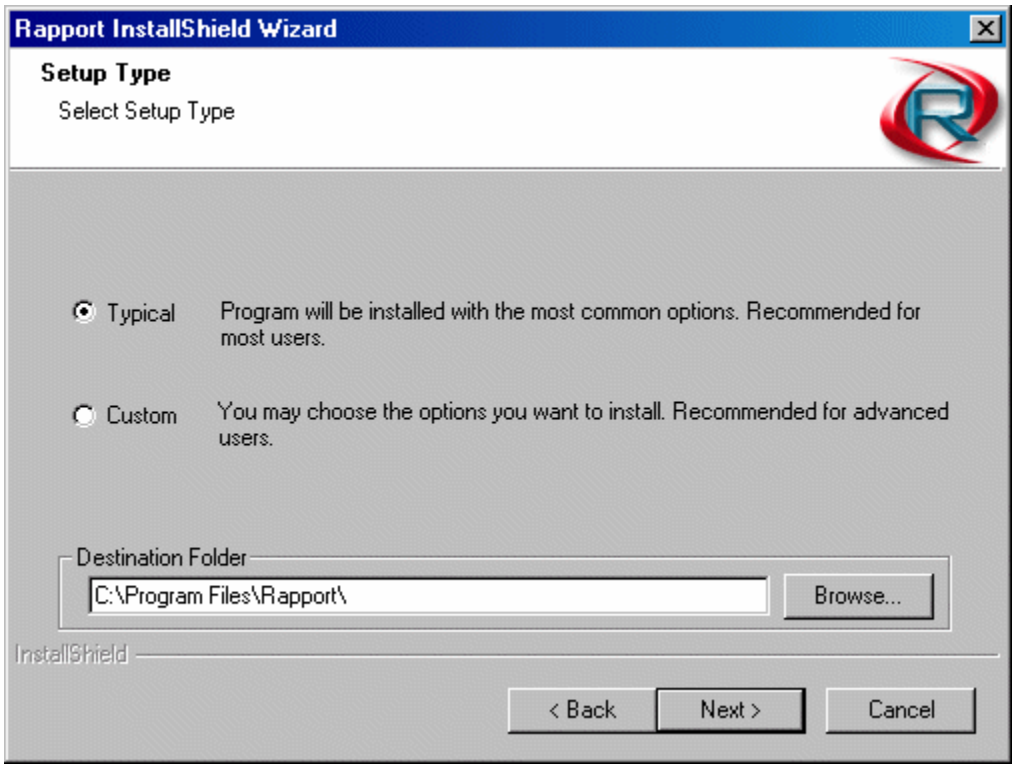
Prerequisites: Rapport is a enterprise management tool and should be treated the same as SMS, Altiris, or HP Openview. For trouble free installation of Rapport 4.0 the follow requirements should be used as a checklist prior to running a Rapport 4.0 installation.

- **PC/Server Hardware**: At least 700mhz processor with 256mb of Ram and at least 10GB of hard drive space.
- **Clean install of Windows 2000 server or professional or Windows XP professional**: Remember if 2000 professional to XP professional are used these only allow 5 concurrent connections at one time, so mass upgrades will be out of the question. Remember do not install third party agents on this PC\Server such as Alteris or HP openview, these can interfere with the Rapport 4.0 management operations.
- **Static IP address**: Please make sure a static address is used. The rapport 4.0 agent sends check ins to the rapport server. If your IP changes later, all terminals will not be able to check in and scripts will stop working.
- **MDAC 2.8:** This is included in the installation folder for Rapport 4.0 SP2. It can be found within RapportInstall\Applications\MDAC v2.8. This is required before installation so go ahead and save yourself a reboot.
- **SNMP:** You can turn this off later but the Rapport installation wants it installed prior to installation.
- **Microsoft IIS and FTP:** Rapport wants installed prior to installation. All communication with the thin clients will be down via port 80 and 21. Rapport pretty much takes over all IIS functions so do not install this on a IIS server that is host other web pages.
- **Open PORTS on Rapport server:** In case you're across a WAN with firewalls. Rapport uses ports 80 for Hagent communication, 21 for FTP file transfer, and 67 and 69 for TFTP file transfer when imaging with WISard. If you are still managing with SNMP on CE you will need ports 161 and 162.

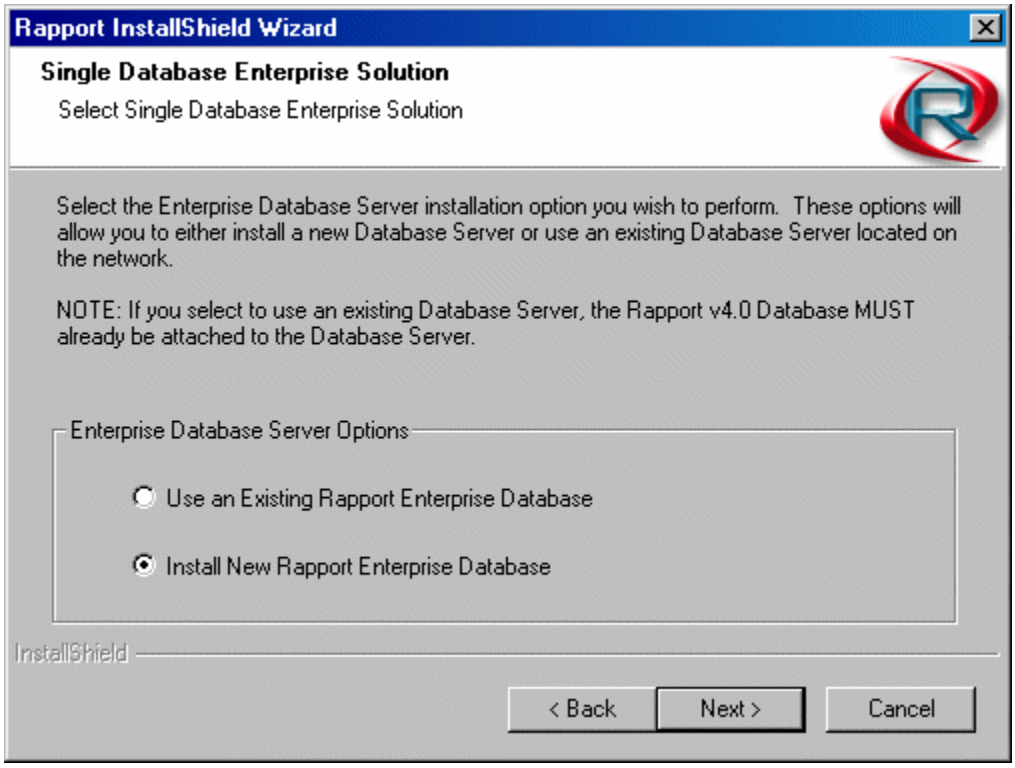
Install the latest service pack for 2000 or XP and keep the server or PC off the domain. If you put the PC\Server on the domain make sure you have rights to the domain policies OTHERWISE make sure the domain admin that does is present. If you domain policies prohibits read write access to a FTP server there is not much you can do to resolve this without the domain admin's help.

Common Rapport Install mistakes: The following are some user caused errors that can occur during installation and cause problems. The following usually occur during previous failed installs due to perquisites not being met or misunderstanding of Rapport wizards.

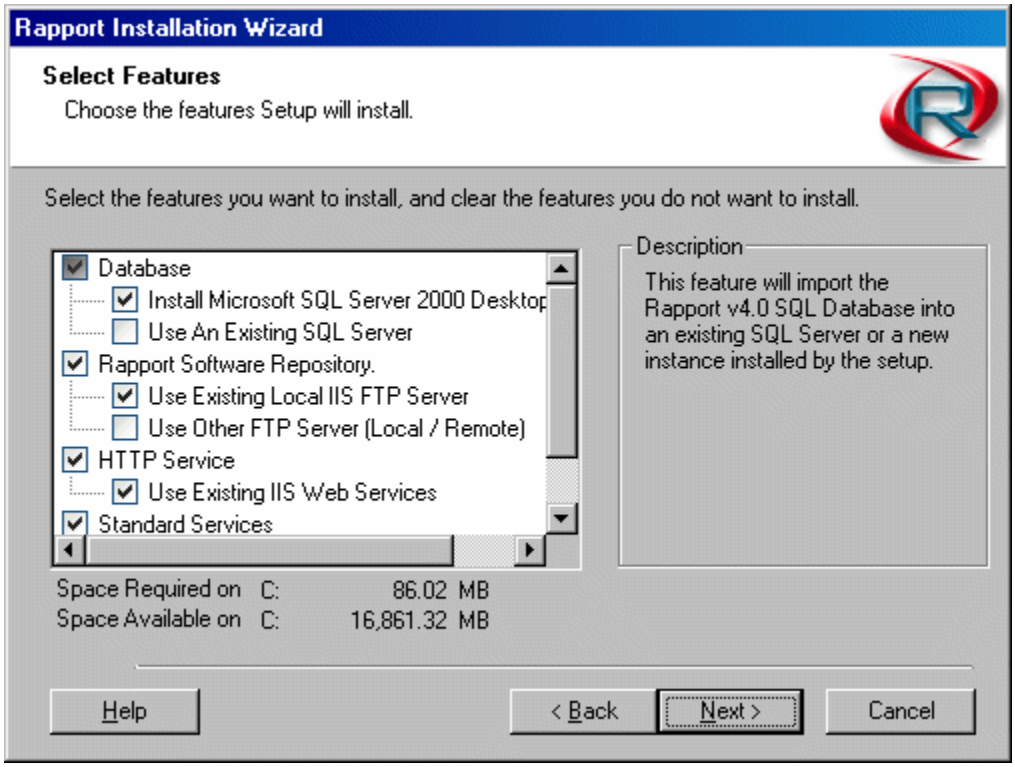
- **Fatal Error during Installation:** If you do not have rights to change domain policies please install Rapport outside of your domain. Hours can be spent on trying to reverse engineer policies being applied to the Rapport server. If you have complete control over your domain policies then you will be alright, if not do not join to a domain. A common policy error is FTP lockdown which prohibits the EVERYONE group from gaining read and write access to INETPUB\FTPROOT. You will encounter this during the installation wizard of Rapport during Master software repository setup with a critical error during Master repository setup.
- **How to install on SQL:** A common user error when installing Rapport on SQL is to NOT select the custom install option during the Rapport install wizard.



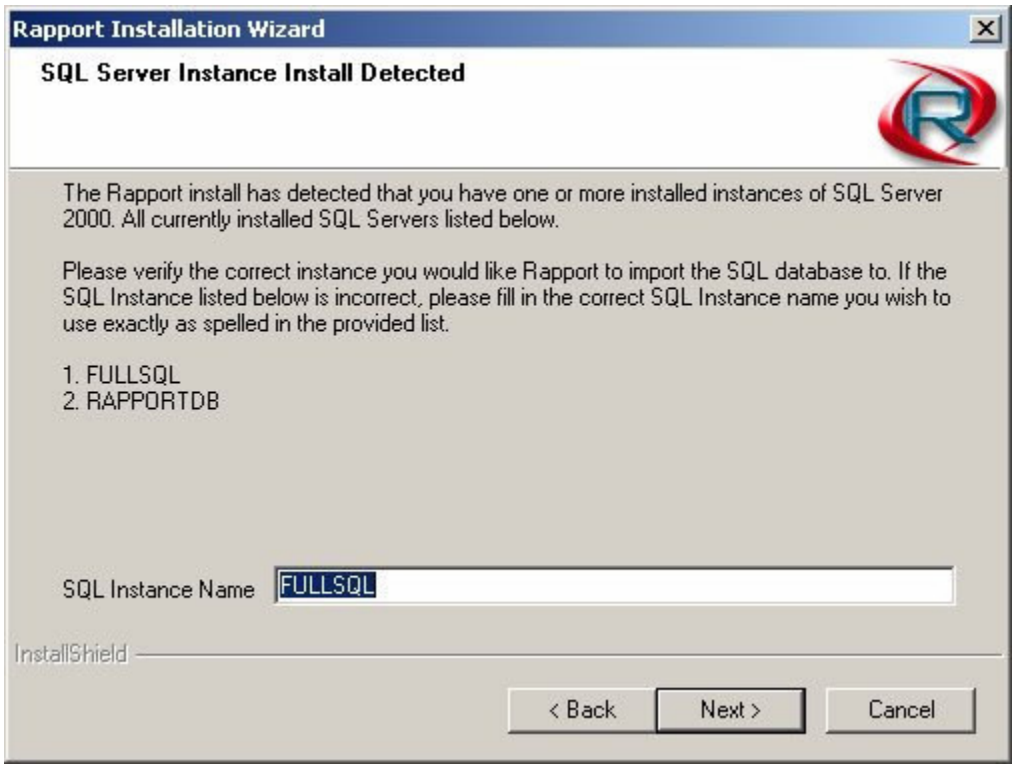
If a typical install is selected the Rapport WISard installs MSDE alongside SQL giving you two instances. Rapport will appear to work fine but you will be limited if on Enterprise features later. If this occurs you must uninstall Rapport and MSDE completely, then reinstall Rapport and make sure to select custom install then install new Rapport Database.



After clicking next you will see the Select Features screen. Make sure to check the "Use an Existing SQL server" then click next and follow through



The next screen asks for instance name just keep it the default RapportDB or FullSQL and click next. You will be prompted for the SA password, which you will need to know. Do not enter your user domain login and password!

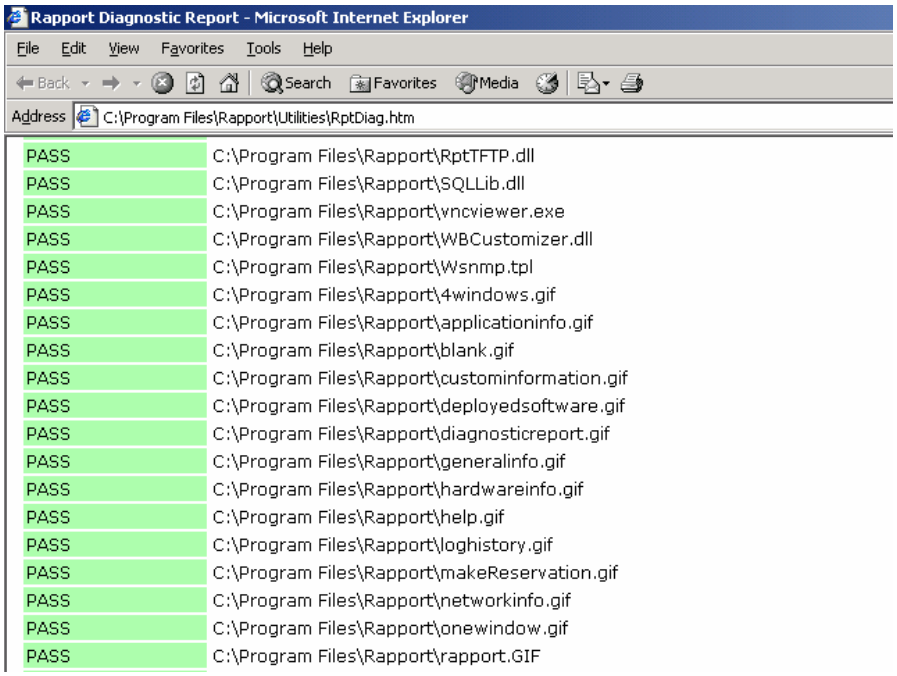


It must be the SA login and password. If the SA password is disabled, enable it for this install. Select next and use default settings throughout the next steps and complete the Rapport install.

When the MSDE install is failing: If you have had multiple failed Rapport installs due to domain policies lockdowns, system requirements not met, or FTP rights, etc. You might come across the following error.

Best Practice to clean up failed Rapport\MSDE installs: Go into Add/Remove applet and uninstall Rapport, then reboot the PC\Server. Go back into the Add/Remove applet and check to make sure MSDE (Rapport DB) is uninstalled. If it is still installed, make sure you uninstall it before continuing. After MSDE is uninstalled reboot the PC\Server again. Upon start-up open regedit and make sure there is NO Rapport key at HKLM\Software\Rapport. If the key is present make sure you delete it before continuing.
Now go to "C:\Program Files" and make sure there is not a Rapport or Microsoft SQL folder. If these folders exist delete them and empty your trash. Now you have cleaned your PC\Sever and ready for a new typical Rapport install using MSDE.

Using RptDiag.exe: This is a great tool for troubleshooting your Rapport installation. This tool will automatically launch after the first reboot of your Rapport install. If you are encountering problems at a later date this tool can help with troubleshooting. If you ever want to manually run it later it is located within the C:\Program Files\Rapport\Utilities. When it runs you should get all green pass status messages. Rptdiag is a great tool for testing to see if something has changed on your Rapport server. It is advised after running it for the first time will all pass status to save the HTML file for later reference.

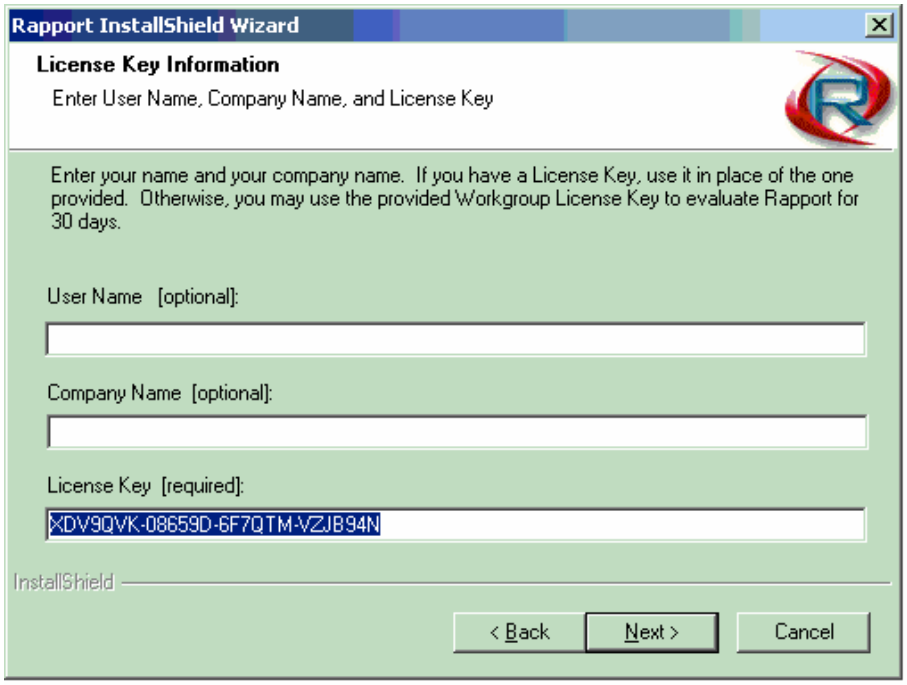


If for some reason you get a file fail error, you can manually copy that file over from the Rapport install files, reboot the PC then run rptdiag again to make sure everything passes. Do not be alarmed if a file gets a FAIL error if you had previous failed Rapport installs.

Installing Remote Consoles: When buying Rapport 4.0 enterprise you get the option on installing remote Rapport GUI's that attach to a centralized IIS, FTP and SQL database.

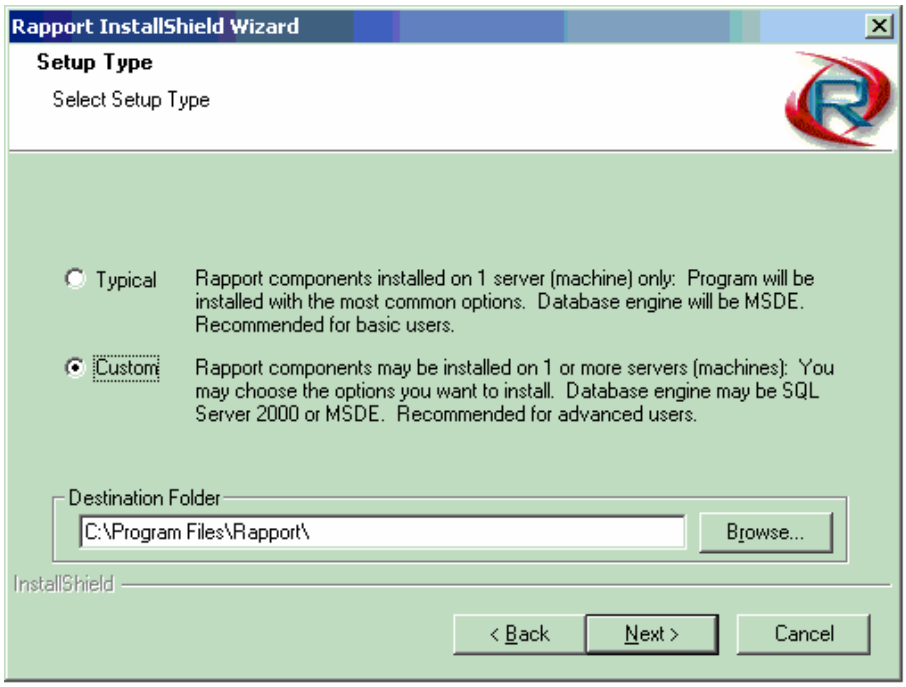
- **Prerequisites:** When installing remote GUIs there are two main issues that MUST be addressed first. I will outline each one below and hopeful this will help in your troubleshooting.
  - **Assigning Rights**: During the installation of the remote GUI install you might experience a ODBC connection error if you do not have full rights to the local C: drive. If this occurs its probable because your network login ID has not been added to USERS within the Rapport console. You must assign all network id's within the USERS console before installing the remote GUI. If you did not, make sure you assign the rights then repeat remote GUI installation from beginning.
  - **Database Name Case Sensitive:** The database name entered during installation of a remote GUI for Rapport is case sensitive. The problem in a nutshell when connecting the Remote GUI's to the Rapport DB is, you must use/enter "RAPPORTDB" not "rapportdb". Both of these WILL connect to the Rapport DB. However, they are not the same when compared in the Licensing check at the launch of the GUI. Reason is that "a" - "z" characters are different in the ASCII table than are "A" - "Z". Remember you must enter the EXACT name of the DB machine name/Instance name when connecting a remote GUI.
  - **License Key:** You must use the same Enterprise license key that was entered when installing the Rapport Database. Mixing of license keys cause confusing in Rapport and can lock a remote user out of the database.
  - **Supported O.S's:** Currently you can only install Remote GUI's on a Windows 2000 and Windows XP.
  - **MDAC 2.8:** This is included in the installation folder for Rapport 4.0 SP2. It can be found within RapportInstall\Applications\MDAC v2.8. This is required before installation so go ahead and save yourself a reboot.

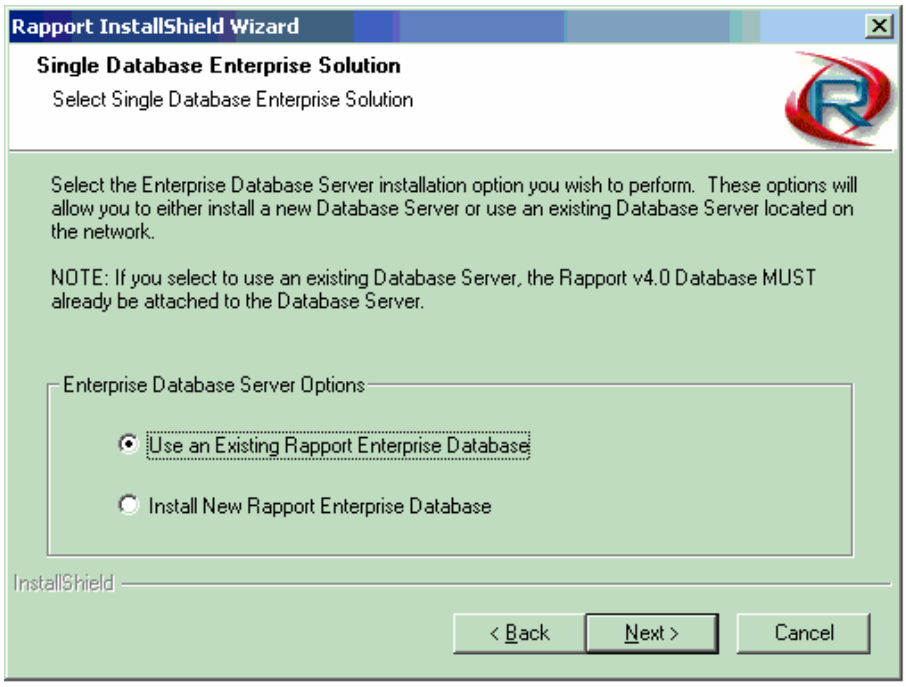
- **Walk through Remote GUI Installation**: In the scenario below we have IIS, FTP and SQL on a remote server, we are just installing remote GUIs.
  From the Rapport sp2 install files run setup, till you get to License manager below.

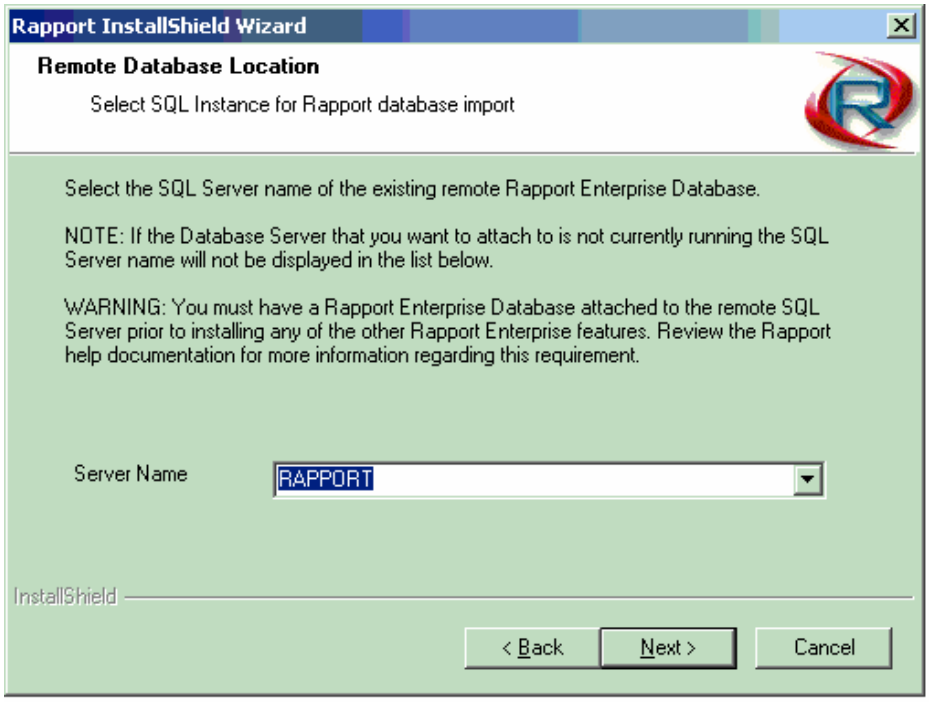


Make sure all remote GUIs use the same license key as used when installing the first Rapport 4.0 installation. If remote GUI's use a different license keys this can cause license errors to pop-up on other remote consoles and lock other users out of Rapport.

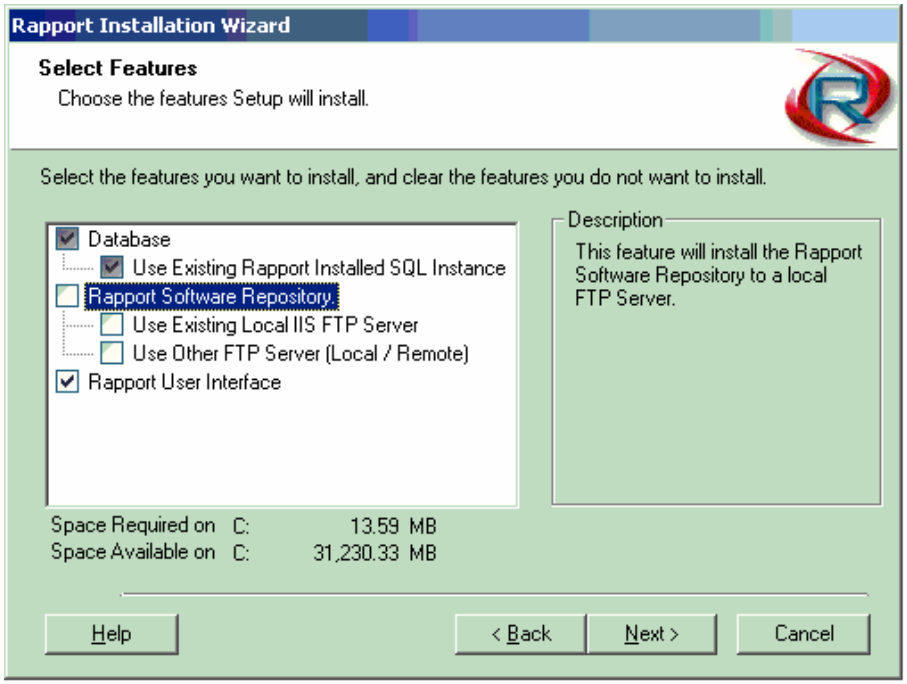
On the next screen make sure you select CUSTOM and then click next.

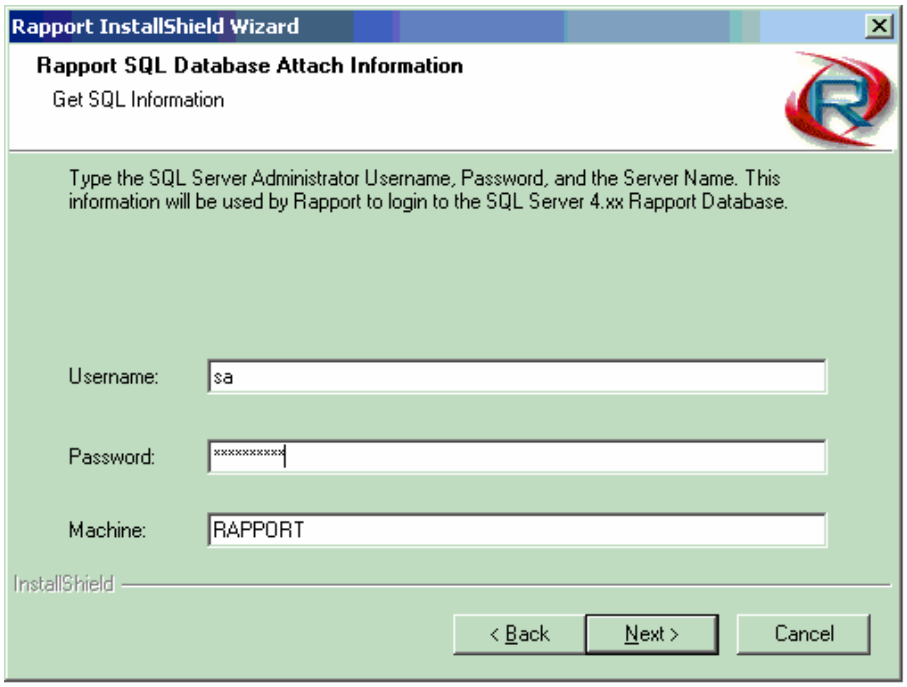

Rapport InstallShield Wizard
Setup Type
Select Setup Type
Typical
Rapport components installed on 1 server (machine) only: Program will be installed with the most common options. Database engine will be MSDE. Recommended for basic users.
Custom
Rapport components may be installed on 1 or more servers (machines): You may choose the options you want to install. Database engine may be SQL Server 2000 or MSDE. Recommended for advanced users.
Destination Folder
C:\Program Files\Rapport\
Browse...
InstallShield
< Back
Next >
Cancel


Rapport InstallShield Wizard
Single Database Enterprise Solution
Select Single Database Enterprise Solution
Select the Enterprise Database Server installation option you wish to perform. These options will allow you to either install a new Database Server or use an existing Database Server located on the network.
NOTE: If you select to use an existing Database Server, the Rapport v4.0 Database MUST already be attached to the Database Server.
Enterprise Database Server Options
Use an Existing Rapport Enterprise Database
Install New Rapport Enterprise Database
InstallShield
< Back
Next >
Cancel



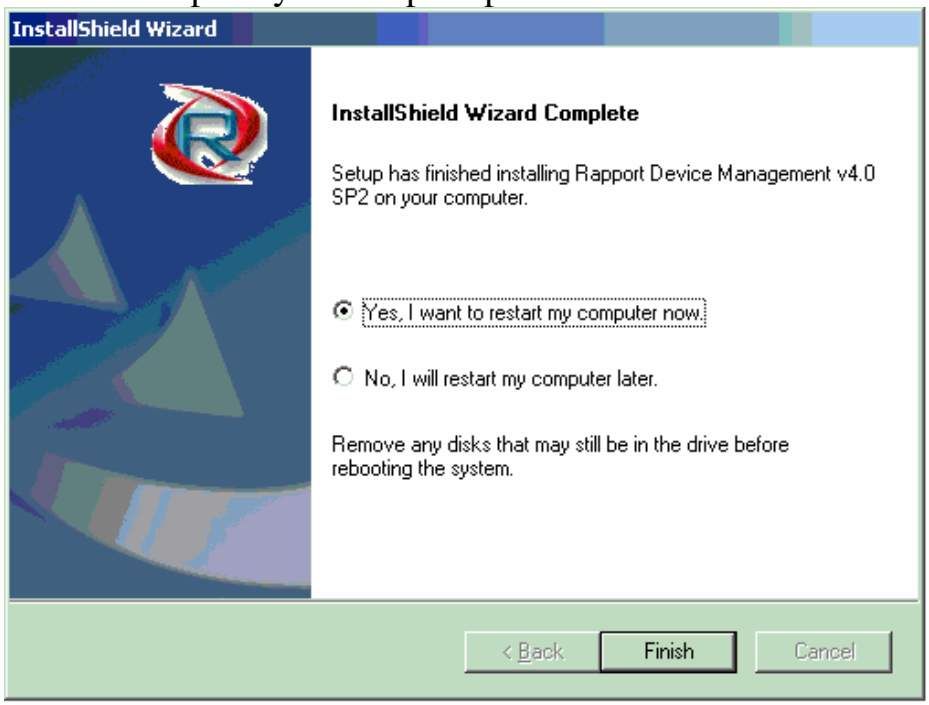
Under server name make sure you select server name that hosts the centralized Rapport database. In the screen shot above the user named the Rapport server “Rapport”.
On the select features screen UNCHECK “Rapport Software Repository”.
We do not want to setup a software repository on our machine; we have it already established on the remote machine.



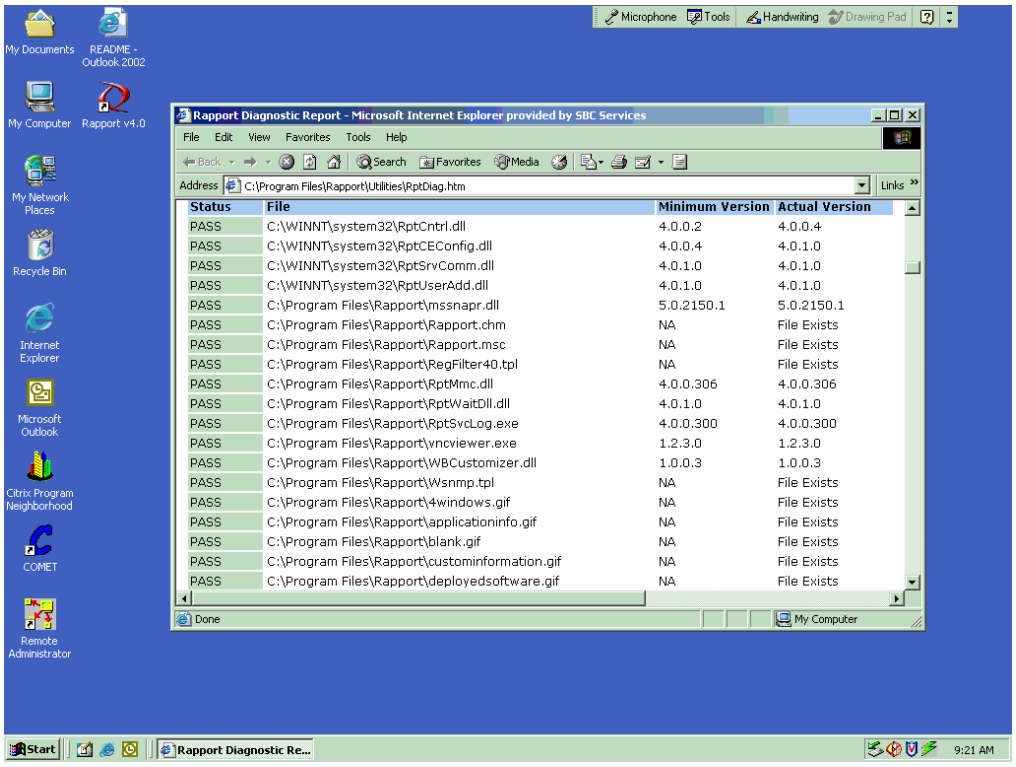


You will need to know the SA password for the SQL database.

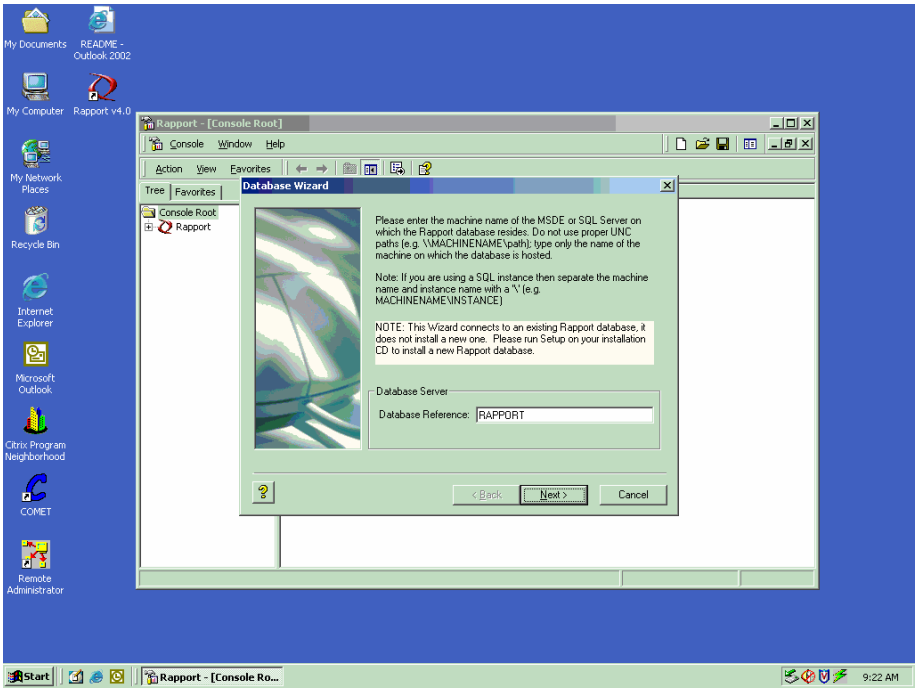
Once you click NEXT the wizard will warn you that "All perquisites and third party applications are in place". Do not worry this is good, just click "YES" and let the software continue installation. Once the install is complete you will prompted to restart.



Once rebooted login back in as your account and wait for the Rapport Diag tool to complete. All status messages should green with a "Pass" status.

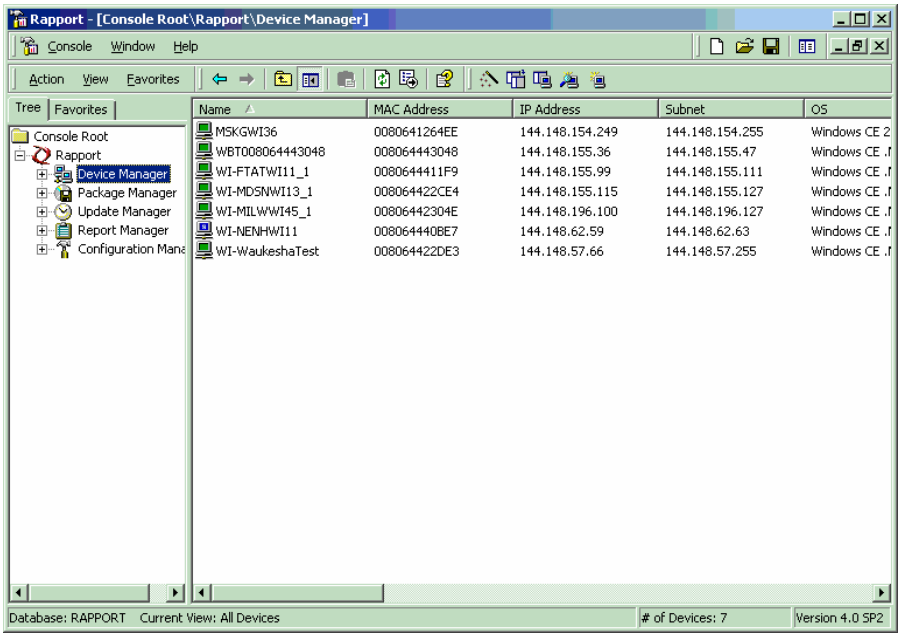


You can now close the rptdiag and launch Rapport.
Upon first launch you will be prompted about attaching to the Rapport database. Just click next and you have now completed the Rapport installation.



The first time you close the MMC Rapport GUI you will be prompted whether you want to save. Select “yes” so it will remember what

Rapport Database you are attached to when the Rapport console is re-opened.

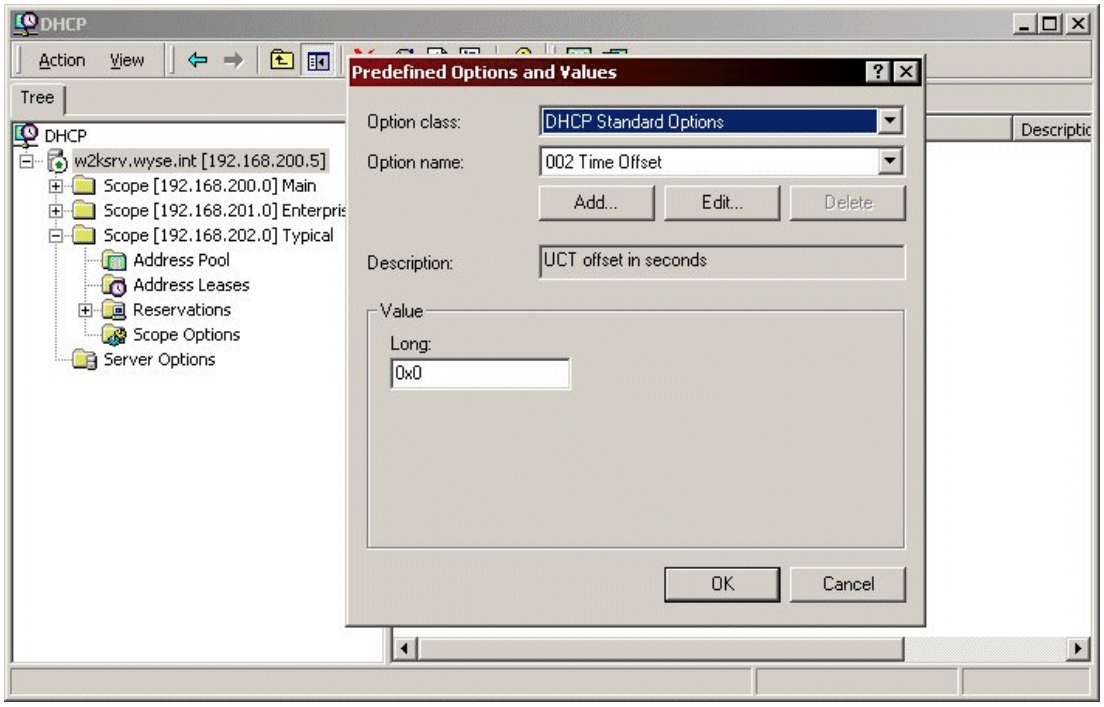


Congratulations you have successful installed remote GUI consoles!!!

Configuration of DHCP Option Tag 186 for Rapport Web Server IP:
Use this procedure to configure DHCP Option Tag 186 to specify the Rapport Web Server IP. This tag is used so WYSE Thin clients with the Rapport Hagent can automatically know where the Rapport server is located and check in. The screen shots shown below are from a Windows 2000 DHCP server. The concept is the same on whatever you company uses for a DHCP server.

To add Option Tag 186

1. Open **DHCP Manager**.
2. Highlight Major Node *(server defined for the subnet to be used)*
3. Select **Action > Set Predefined Options**

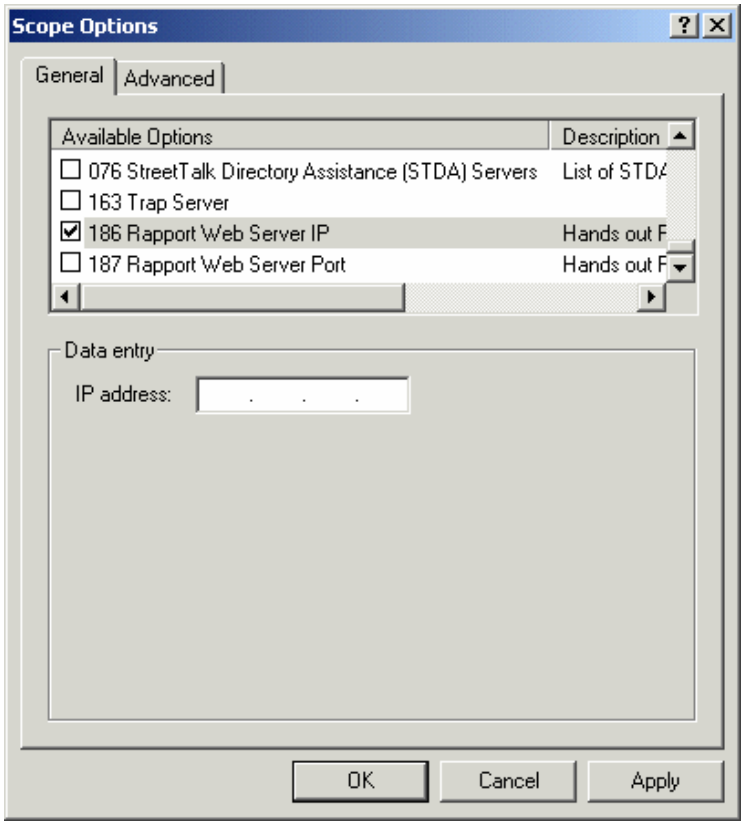


4. Select **ADD**

5. Complete the dialog box as follows:

In this field . . .	Do this . . .
Name	Type a descriptive name for the Rapport Web Server IP
Data Type	Select Data Type from drop down menu (i.e. IP Address)
Code	Type in the option tag (i.e. 186)
Description *(optional)*	Type a brief description to identify the IP range.

6. Select **OK**.
7. Expand **Scope**
8. Right-click **Scope options** and select **Configure options**



9. Select Available Option = 186 Rapport Web Server IP

10. Define IP Address

11. Click **Add**

12. Click **Apply**

13. Click **OK**

Now when a thin client is turned within a subnet assigned the 186 tag, it will automatically know where the Rapport server for that subnet is located. This eliminates the need to discover the thin clients from the Rapport console!

2. WYSE Imaging

Prerequisites: In order to use WYSE's Imaging Solution (WISard) you must have the follow requirements.

- DHCP
- Rapport server
- Wyse WISard
- Terminal needs WYSE 4.0 Hagent installed

Both Rapport and WISard can be downloaded here
http://www.wyse.com/bundle/download.htm

WISard: Wyses' Image Solution for thin clients

- **What is WISard:** WISard is WYSE's proprietary imaging solution. WYSE developed it own imaging solution in order to give advanced imaging solutions to users of WYSE's rapport management software. WISard retains the device name, and Tcals licenses so after imaging no further action is required.

- **Troubleshooting WISard:** The best way to troubleshoot WISard is to edit your scripts so you can see where the error is occurring. Please be advised to back-up which files you edit or you might have to complete reinstall Rapport. Depending on your terminal model go into C:\Inetpub\ftproot\tools. Use the chart below to know which folder to enter for your terminal model.

Terminal Model	Folder within C:\Inetpub\ftproot\tools
9450/9455	PL8OS1
5455	PL8OS7
941G	PL22OS1
9235	PL4OS1

Each folder will have a *modelnumber*read.I2C and a *modelnumber*write.I2C file. Please back each one up in case of error! Open each I2C file up with notepad and on the first line you will see

<console>=noconsle

Change this to

<console>=console

Then close the I2C file and say yes to saved changes. Now when you right on a terminal within Rapport and select "GET Device Image (requires PXE)" you can witness what part of WISard you are experiencing errors.

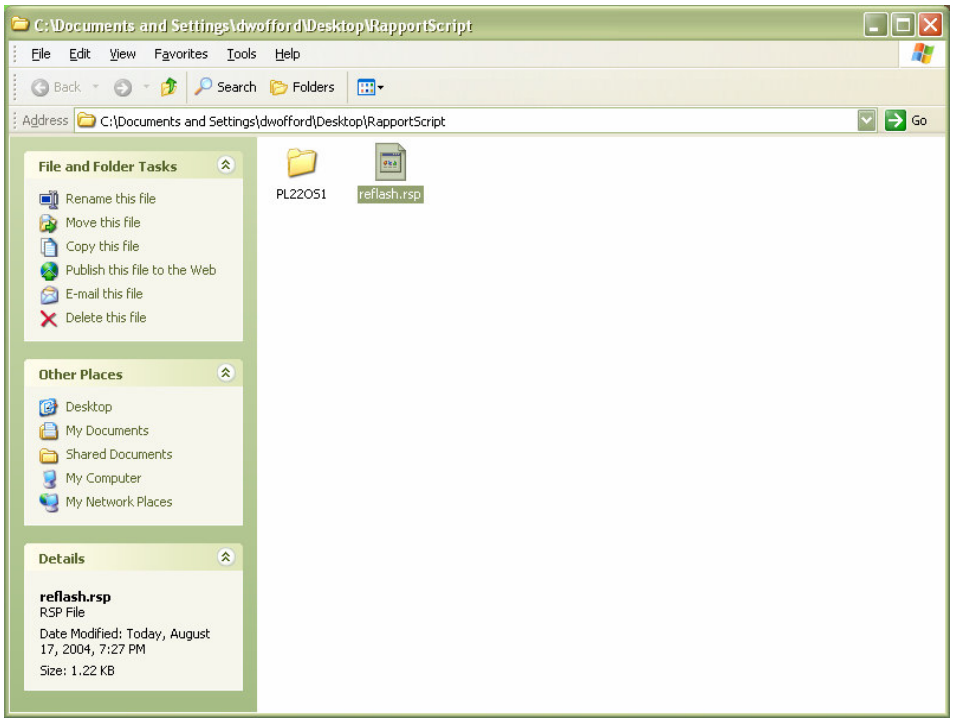
- **How to stop a failed IN PROGRESS script:** If WISard fails on a script and the terminal reboots, sometimes the script will not error out and keep reporting as IN PROGRESS within Rapport. The easiest fix is to close the rapport console go to Start=>Run open a command prompt and a command prompt and type IISRESET (this will stop and start all the IIS services *FTP,*WWW, etc). Then restart the Rapport4 service.
  If this does not work and you are using SQL open enterprise manager for SQL go into the RapportDB=>Tables=>Command and delete the hung jobs. You might have to restart the service again but this will definitely resolve the problem.

How to recover a corrupt XPE/Linux with no Rapport backup: What I want to accomplish in this section is how to create your own Rapport imaging script. This section is really for the end user that corrupted their XPE terminal before installing Rapport and has no backup. This section is assuming you NOW have Rapport 4.0 and Wyse WISard imaging software installed and are ready to re-image your device..

- **Manually creating a image script:**.
  This part of the guide will walk you through each step of manually creating a Rapport recovery script and manually adding
  What we will accomplish here is a simple step by step walk through of creating your own image. First on the Rapport server go to the desktop and create a folder called "RapportScript". Now go to C:\Inetpub\ftproot\tools and use the chart below.

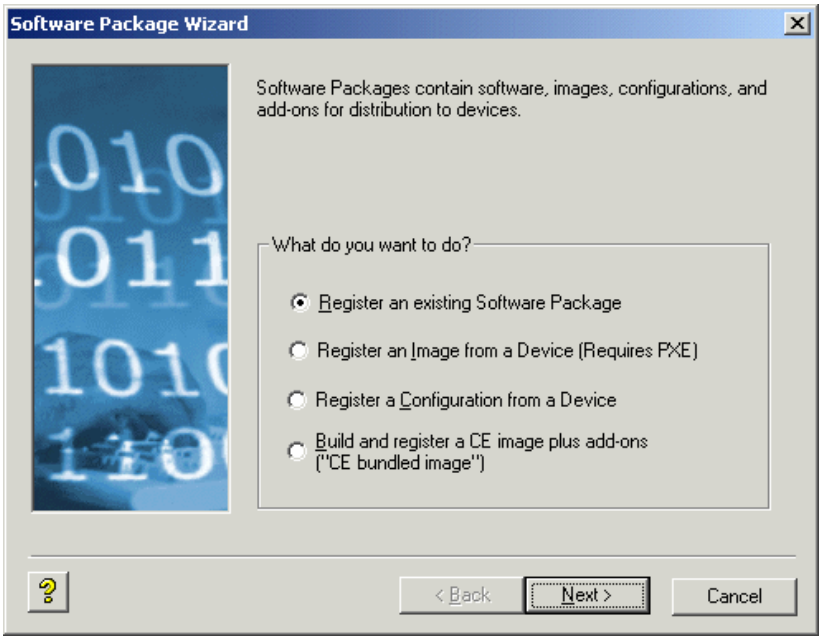
Terminal Model	Folder within C:\Inetpub\ftproot\tools
9450/9455	PL8OS1
5455	PL8OS7
941G	PL22OS1
9235	PL4OS1

Copy the correct folder for the model you are trying to reimage into the desktop folder called "Rapport Scripts". Now open up notepad and copy the section below that represents your model into notepad.
Save this document as "Reflash.rsp" within the "Rapport Scripts" folder.
Lets say we were creating a script for a 941G your "Rapport Scripts Folder" should contain the following.



Now within the “Rapport Scripts” folder change the folder name inside from PL22OS1, PL8OS1, PL8OS7, PL4OS1 to “Reflash”. You should have Reflash.rsp and a folder called Reflash.

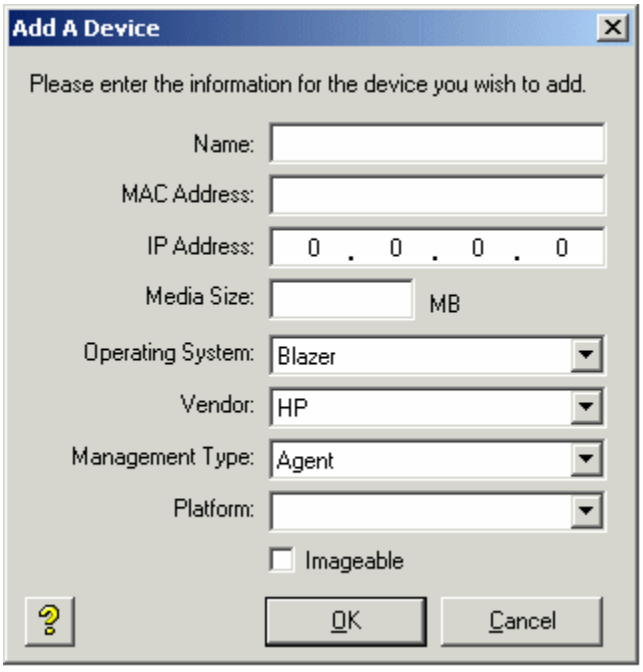
Now go to http://support.wyse.com/xpebase/index.htm and download the appropriate factory image for your unit. Once the download is complete unzip the file. You will see a file with a I2D extension inside. Copy this file into the your “Rapport Scripts”=>”Reflash” folder created earlier. Rename this file to 9455put.i2d or 941Gput.i2d, or 5455put.i2d…..depending on the model of terminal you are trying to reflash. Once this is accomplished go into the Rapport console and right click on Package Manger=>New. The Package Wizard will appear



Just select next and browse to your "Rapport Scripts" folder on your desktop. Select the Reflash.rsp and click next three times then finish to complete the Package Wizard and load you script.

- **Manually creating your terminal in Rapport:** Now we must create your terminal in Rapport so we can apply the script. Once again we are assuming you have already installed Rapport 4.0 SP2 and WYSE imaging software.

  From within Rapport right click on Device manager and select New=>Device



Name the terminal. Whatever the name is irrelevant.
Look on the terminal and copy the MAC address into the second field. Assign any IP address that is not already assigned to a terminal or entered into the Rapport database,. Put the exact amount of IDE flash, not RAM, you have in the terminal. Select the correct operating system and vendor. For Management type select Httpagent, and use the chart below to select correct platform. Make sure imageable is checked.

Terminal Model	Platform
9450\9455\5455	Armstrong
941G	Gemini
9235	UTC

Now from within the Rapport console goto Package Manager=>Images=>Reflash and drag it onto Device Manager. The Package distribution wizard will pop-up. Select your manually created terminal and click next 3 times to finish the Package Distribution Wisard.
From within the Rapport console go to Update manager=>Schedule Packages and select the Reflash script within the right window of the console window. Right click the script and select Roll to Boot. The script will change to BOOT status, you may now turn on or reboot your terminal and imaging will occurring automatically.

Congratulations you have recovered the terminal. From here on out you will have Rapport and be able to make back-ups of your terminal and never go through this length process again!

- **9455 – Copy what is below this line**

```
[Version]
Number= Reflash
Description=
OS=XP
Category=Images
USE_PXE=YES
command=%imagewrite%
BootFloppy=Rapportitf
USE_REMOTE=YES
ImageSize=256

<product>=9450,
<function>=write,
<inverse>= Reflash/,
<unique>=<i2cunique>,

<Archive>=root.i2u,
<version>=W3107R40,
<imageop>=put.i2d,
<imagemk>=<product>put<unique>.i2d,
<log>=<regroot><Cmac>.log,
<xlate>=<regroot><product><function>.i2c,
<debuglog>=<regroot>temp/debug<Cmac>.log,

<DSTTMPproto>=,
<DSTTMPdevice>=<regroot>temp/<Cmac>,
<ENCproto>=,
<EXEproto>=,
<ENVsrc>=<CURENCdevice><product><function>.k,

<RTILdel>=/,
<RTILprot>=ftp/,
<RTILport>=,
<RTIRdel>=/,
<RTIRprot>=ftp/,
<RTIRport>=,
<regroot>=<RTIUproto><&RR>/,
<CURENCdevice0>=<RTIUproto><&RR>/,
<CURENCdevice1>=<RTIUproto><&RR>/,
<CUREXEdevice0>=<RTIUproto><&RR>/,
<CUREXEdevice1>=<RTIUproto><&RR>/,


<RTIproto>=,
<RTIdevice>=stream/con/confirm,
<RTIfail>=?&V02<RTIsep>&IMAC=<Cmac><RTIsep>OI=1<RTIsep>&SI=<&SI><RTIsep>&ER=1<R
TIsep>WISard-Process-FAILURE<RTIsep>,
<RTIpass>=?&V02<RTIsep>&IMAC=<Cmac><RTIsep>OI=1<RTIsep>&SI=<&SI><RTIsep>&IN=1<R
TIsep>WISard-Process-SUCCESS<RTIsep>,
<RTIsuccess>=rti/<RTIpass>,
<IFerrorSRC>=rti/<RTIfail>,
<IFerrorDST>=stream/con/result,


[Script]
QU "3" "120"
RB
```

- **941G:** Copy what is below the line.

```
[Version]
Number= Reflash
Description=
OS=XP
Category=Images
USE_PXE=YES
command=%imagewrite%
BootFloppy=Rapportitf
USE_REMOTE=YES
ImageSize=256

<product>=941G,
<function>=write,
<inverse>= Reflash/,
<unique>=<i2cunique>,

<Archive>=root.i2u,
<version>=W3107R40,
<imageop>=put.i2d,
<imagemk>=<product>put<unique>.i2d,
<log>=<regroot><Cmac>.log,
<xlate>=<regroot><product><function>.i2c,
<debuglog>=<regroot>temp/debug<Cmac>.log,

<DSTTMPproto>=,
<DSTTMPdevice>=<regroot>temp/<Cmac>,
<ENCproto>=,
<EXEproto>=,
<ENVsrc>=<CURENCdevice><product><function>.k,

<RTILdel>=/,
<RTILprot>=ftp/,
<RTILport>=,
<RTIRdel>=/,
<RTIRprot>=ftp/,
<RTIRport>=,
<regroot>=<RTIUproto><&RR>/,
<CURENCdevice0>=<RTIUproto><&RR>/,
<CURENCdevice1>=<RTIUproto><&RR>/,
<CUREXEdevice0>=<RTIUproto><&RR>/,
<CUREXEdevice1>=<RTIUproto><&RR>/,


<RTIproto>=,
<RTIdevice>=stream/con/confirm,
<RTIfail>=?&V02<RTIsep>&IMAC=<Cmac><RTIsep>OI=1<RTIsep>&SI=<&SI><RTIsep>&ER=1<R
TIsep>WISard-Process-FAILURE<RTIsep>,
<RTIpass>=?&V02<RTIsep>&IMAC=<Cmac><RTIsep>OI=1<RTIsep>&SI=<&SI><RTIsep>&IN=1<R
TIsep>WISard-Process-SUCCESS<RTIsep>,
<RTIsuccess>=rti/<RTIpass>,
<IFerrorSRC>=rti/<RTIfail>,
<IFerrorDST>=stream/con/result,


[Script]
QU "3" "120"
RB
```

- **9235:** Copy what is below the line

```
[Version]
Number=Reflash
Description=
OS=XP
Category=Images
USE_PXE=YES
command=%imagewrite%
BootFloppy=Rapportitf
USE_REMOTE=YES
ImageSize=256

<product>=9235,
<function>=write,
<inverse>= Reflash/,
<unique>=<i2cunique>,

<Archive>=root.i2u,
<version>=W3107R40,
<imageop>=put.i2d,
<imagemk>=<product>put<unique>.i2d,
<log>=<regroot><Cmac>.log,
<xlate>=<regroot><product><function>.i2c,
<debuglog>=<regroot>temp/debug<Cmac>.log,

<DSTTMPproto>=,
<DSTTMPdevice>=<regroot>temp/<Cmac>,
<ENCproto>=,
<EXEproto>=,
<ENVsrc>=<CURENCdevice><product><function>.k,

<RTILdel>=/,
<RTILprot>=ftp/,
<RTILport>=,
<RTIRdel>=/,
<RTIRprot>=ftp/,
<RTIRport>=,
<regroot>=<RTIUproto><&RR>/,
<CURENCdevice0>=<RTIUproto><&RR>/,
<CURENCdevice1>=<RTIUproto><&RR>/,
<CUREXEdevice0>=<RTIUproto><&RR>/,
<CUREXEdevice1>=<RTIUproto><&RR>/,


<RTIproto>=,
<RTIdevice>=stream/con/confirm,
<RTIfail>=?&V02<RTIsep>&IMAC=<Cmac><RTIsep>OI=1<RTIsep>&SI=<&SI><RTIsep>&ER=1<R
TIsep>WISard-Process-FAILURE<RTIsep>,
<RTIpass>=?&V02<RTIsep>&IMAC=<Cmac><RTIsep>OI=1<RTIsep>&SI=<&SI><RTIsep>&IN=1<R
TIsep>WISard-Process-SUCCESS<RTIsep>,
<RTIsuccess>=rti/<RTIpass>,
<IFerrorSRC>=rti/<RTIfail>,
<IFerrorDST>=stream/con/result,


[Script]
QU "3" "120"
RB
```

- **5455:** Copy what is below the line

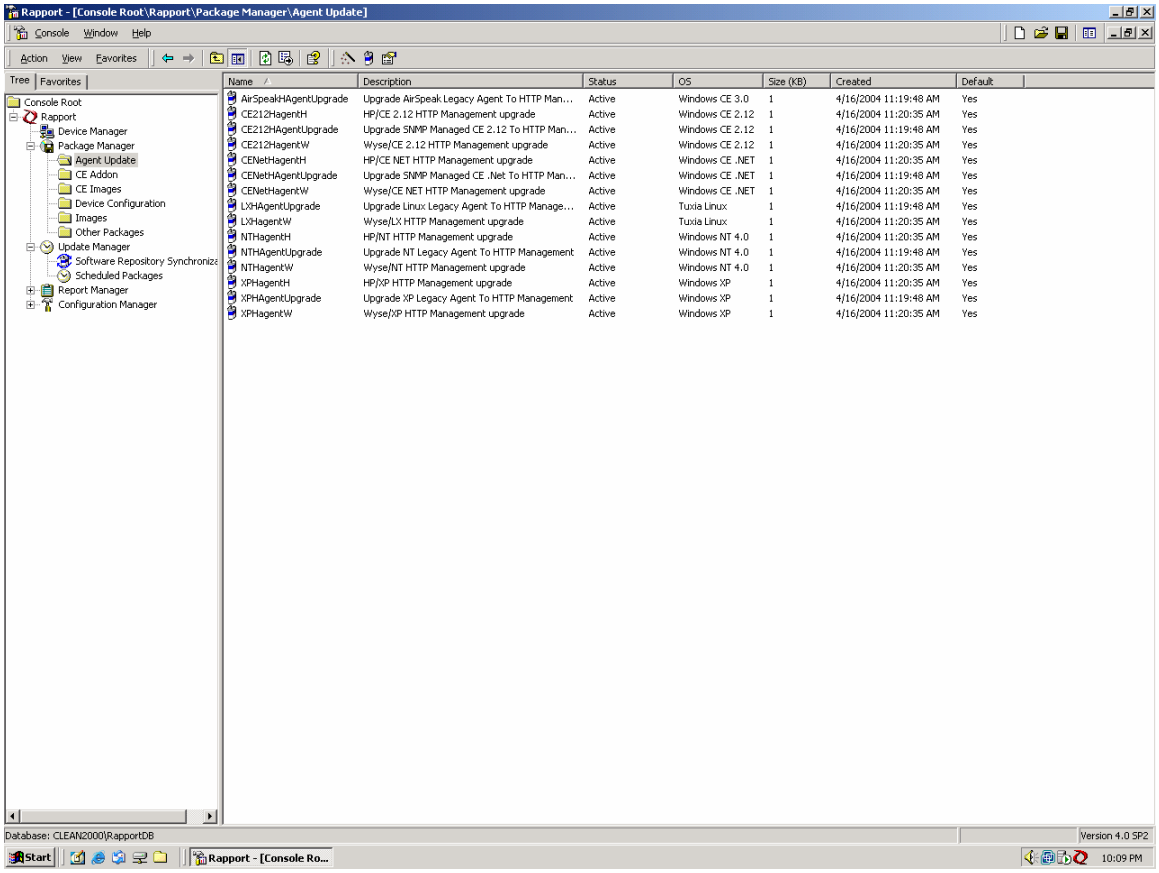
```
[Version]
Number= Reflash
Description=WISard PXE Platform Write Under Rapport 4 Version 3.0 Build 14
OS=XP
Category=Images
USE_PXE=YES
command=%imagewrite%
BootFloppy=Rapportitf
USE_REMOTE=YES

<product>=5450,
<function>=write,
<inverse>= Reflash/,
<unique>=<i2cunique>,

<Archive>=root.i2u,
<version>=W3014R40,
<imageop>=put.i2d,
<imagemk>=<product>put<unique>.i2d,
<log>=<regroot><Cmac>.log,
<xlate>=<regroot><product><function>.i2c,
<debuglog>=<regroot>temp/debug<Cmac>.log,

<DSTTMPproto>=,
<DSTTMPdevice>=<regroot>temp/<Cmac>,
<ENCproto>=,
<EXEproto>=,
<ENVsrc>=<CURENCdevice><product><function>.k,

<RTILdel>=/,
<RTILprot>=ftp/,
<RTILport>=,
<RTIRdel>=/,
<RTIRprot>=ftp/,
<RTIRport>=,
<regroot>=<RTIUproto><&RR>/,
<CURENCdevice0>=<RTIUproto><&RR>/,
<CURENCdevice1>=<RTIUproto><&RR>/,
<CUREXEdevice0>=<RTIUproto><&RR>/,
<CUREXEdevice1>=<RTIUproto><&RR>/,


<RTIproto>=,
<RTIdevice>=stream/con/confirm,
<RTIfail>=?&V02<RTIsep>&IMAC=<Cmac><RTIsep>OI=1<RTIsep>&SI=<&SI><RTIsep>&ER=1<R
TIsep>WISard-Process-FAILURE<RTIsep>,
<RTIpass>=?&V02<RTIsep>&IMAC=<Cmac><RTIsep>OI=1<RTIsep>&SI=<&SI><RTIsep>&IN=1<R
TIsep>WISard-Process-SUCCESS<RTIsep>,
<RTIsuccess>=rti/<RTIpass>,
<IFerrorSRC>=rti/<RTIfail>,
<IFerrorDST>=stream/con/result,


[Script]
RB
```

Imaging Work a rounds: This is to address some of more common question and issues asked by customers.

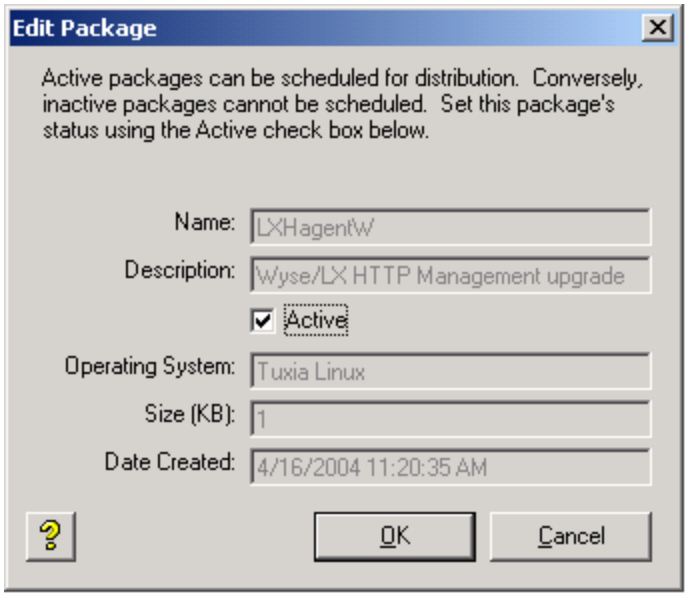
- **I don't use DHCP can I still image?:** You can not image with Rapport but you can still image via Wyse WISard via CD-rom. Contact the WYSE help desk or your local WYSE systems engineer to get a CD-rom posted for you. You can also use third party imaging software such as GHOST or DRIVE copy, just make sure you take whole disk images and not partitions.
- **What if my company uses another management software that uses PXE?**: You can only have one PXE server software per subnet. You will want to isolate the WYSE terminals from the other management software that use PXE. I have heard of some third party application such as Altiris and SMS that let you exclude certain Mac addresses, but have heard mixed results on that.
- **How do I image a older 9235:** Older 9235's do not have a PXE bios and must be re-image via a proprietary solution from WYSE called NetXfer. Contact the WYSE help desk or your local WYSE systems engineer to obtain a copy of NetXfer.

3. Rapport Agents

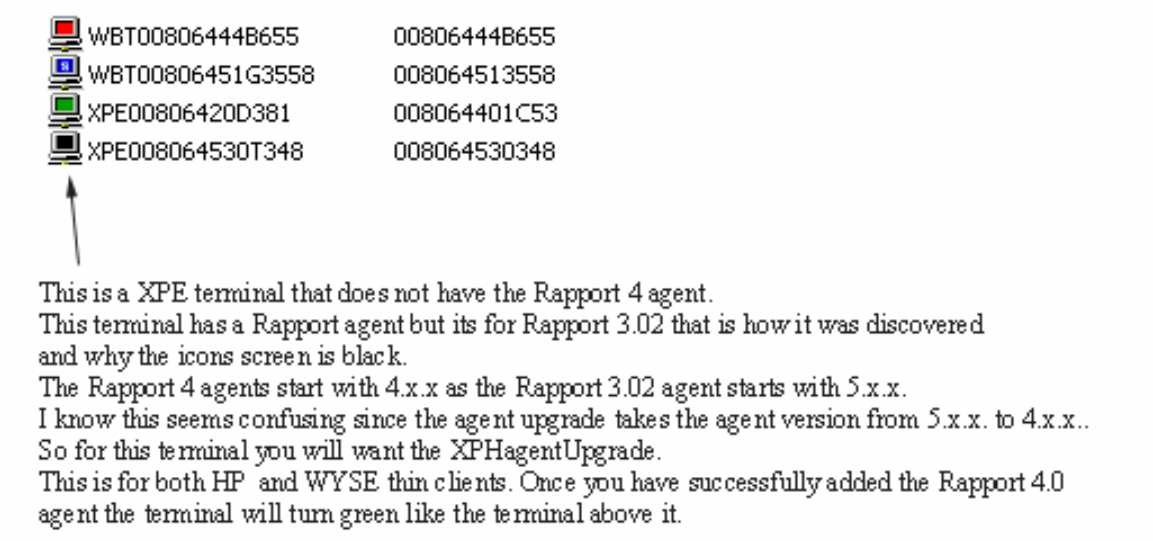
What agent should I install?: Rapport has multiple agents under Package manager=>Agent Update.

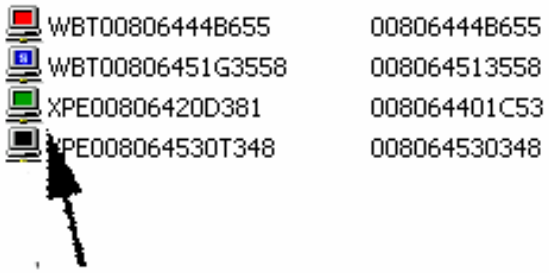


Sometimes this can become very confusion and I recommend making agent scripts that you do not use inactive. You can do this by double clicking any of the scripts within the Rapport console and uncheck active!

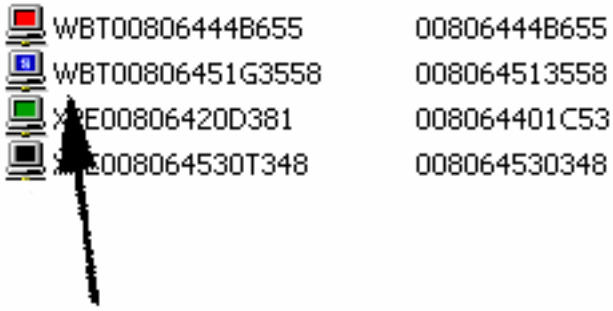


So now you might be asking which one pertains to your terminals. Let's see if we can simplify this for you. I have taken a snapshot of the terminals within my Rapport console. I will explain what the color coding means and what agent goes on which terminal. You basically want to get the Rapport Hagent on all you terminals but below you can see a variation of the different terminals that might appear within the console..

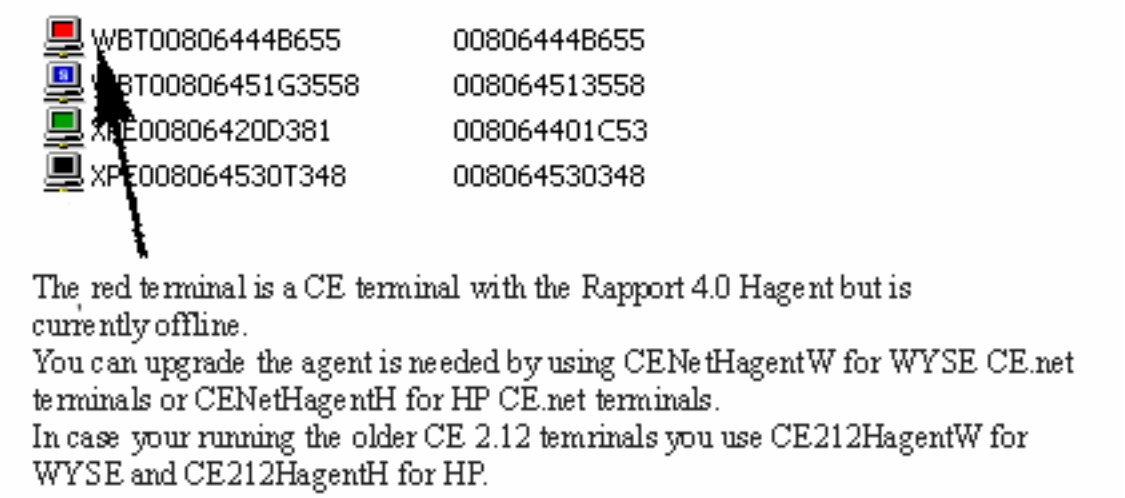




This is a XPE terminal that already has the Rapport 4.0 agent.
When the icon within Rapport has a GREEN screen this means
the terminal has teh Rapport 4 Hagent. When the terminal is green
this means it is online and doing successful checkins.
If the terminal is yellow it has missed a checkin. Red means the terminal
is offline.
You can upgrade the Rapport 4.0 Hagent by running XPHagentW for Wyse XPE thin clients or
XPHagentH for HP XPE thin clients.



The blue screen terminals are CE devices manged via SNMP.
WYSE strongly recomends upgrading these devices to The Rapport Hagent.
For WYSE and HP CE.net thin clients you would use CENetHAgentUpgrade.
For WYSE and HP CE 2.12 thin clients you would use CE212HagentUpgrade.



The Linux and Airspeak tablet agents should be self explanatory from here on out. Please contact to the WYSE helps desk or you local systems engineer if you have more questions explaining Rapport agents. As a reminder you want to get the Rapport HAgent on all your terminals across the enterprise. This will result in all terminals showing up as green, yellow or red.

How do I manually install the Rapport Hagent on XPE: The instructions are all performed on the XPE terminal:

If WriteFilter is enabled… disable it (or at minimum flush the cache)
Go to the Control Panel…Services and stop RapportAgent (or Net Stop)
Connect to the Rapport server (run **Error! Hyperlink reference not valid.** address>\c$) and navigate to the SWRep
Copy 1.exe (Wyse) or 2.exe (HP) and hagent.ini from the SWRep to the client in c:\program files\rapport
Rename 1.exe or 2.exe to HAgent.exe
Copy HagentProp.cpl to the system32 directory on the client
Open CMD prompt and navigate to c:\program files\rapport
Type "netxserve.exe –remove" and press Enter
Type "hagent.exe –install" and press Enter
Go to the Control Panel…Services and start the hagent service (or Net Start)

HAgent is now installed. You can manually enter the server IP via the Control Panel applet or discover it with Rapport.

4. General Rapport troubleshooting Checklist

Basic Troubleshooting Checklist

1. Make sure IP address of Rapport server has not changed; verify via IPCONFIG that IP address is the same one in the Rapport Console=>Configuration Manager=>Software Repositories.
   RESULTS: Unable to run scripts, all terminals are red unable to checkin.
2. Has the Rapport user account be denied access to the SQL server. Check rights within Enterprise Manager to the RapportDB.
   RESULTS: Unable to attach to RapportDB upon opening console.
3. Have you activated your Rapport license or gone over your license limit. A expired Rapport license will disable all Rapport functionality except discovery. Also if you only have a license for 1000 thin clients but you have 1001 discovered in the database Rapport will disable itself till terminals are deleted from the database or you enter a updated license key with the correct seat amount.
   RESULTS: Only discovery and shadow work. All scripts stay in pending statis.
4. User Permissions within Rapport. Has your account been locked down limiting your management ability from within Rapport?
   RESULTS: Not having full admin rights can limit specific functions like changing views, running scripts, shadowing, etc.
5. Has the Rapport service started on boot-up?
   RESULTS: Error message when opening console "The Standard Service is not running. This will result in limited functionality and no Service Log messages for that service"
6. Make sure Read/Write rights have not been changed on the FTP server Rapport uses.
   RESULTS: Errors messages within Scheduled Packages such as SF or XC commands not working or multiple failed launch attempts during WISard imaging

5. Rapport SP2 Hidden Features

You can enable these features by adding a string value of "HelpDebug" with a value of 1 under HKLM\Software\Rapport\GUI

1. Find Utility - right click menu option in Device manager lets you hunt down a device in the Database
2. DDC summary dialog - right click you DDC configuration entry.
3. Delete Multiple selected clients - right click feature
4. Test DB connection - right click menu option ("all tasks")
5. Local/system/install info Dialog - right click menu option ("all tasks") shows you what system components are installed and what user name is being used for connection to Database and Software Repository.