

## TeleManager FAQ

### 1. What are the minimum requirements for TeleManager Management Software?

TeleManager must be installed on a Windows 2000 Professional, Windows XP Professional, Windows 2000 Server, and Windows 2003 Server or on a Windows.Net Server. TeleManager does not work on a Linux or Mac OS operating system. Minimum Pentium III CPU with 256MB RAM and 80MB of free space.

### 2. How many TeleCLIENT thin clients can TeleManager manage?

TeleManager can remotely manage any TeleCLIENT thin client that resides on the same subnet. The number of TeleCLIENT thin clients that TeleManager can manage depends on the size of the subnet and the location of the TeleManager. TeleCLIENTs outside the subnet can still be managed if the TeleCLIENT has a unique/static IP address.

### 3. Does TeleManager manage all TeleCLIENTs?

TeleManager 2.322 manages any TeleCLIENT WinCE 2.xx thin client. TeleManager 4.00 manages every TeleCLIENT WinCE.net 4.xx thin client (TC7020, TC7030, TC7380, TC7530, TC7730, TC7040, TC7540, TC7740 and MC3000). TeleManager 4.00 also provides limited management of TeleCLIENT XPe thin clients (TC8030, TC8530, TC8730, TC8040, TC8540, TC8740, TC8050, TC8550, TC8750 and MC8000). TeleManager 4.00 does not manage TeleCLIENT WinCE 2.xx thin clients. TeleManager 2.322 does not manage WinCE.net 4.xx, and TeleCLIENT XPe thin clients.

### 4. What additional functionality do you need on your server to run TeleManager?

TeleManager requires a FTP (file transfer protocol) server, MSDE (Microsoft SQL Database Engine), or SQL Server and aforementioned operating systems above on FAQ 1. If you do not have SQL Server, TeleManager comes with MSDE included, and it gets installed during the installation of TeleManager.

### 5. I'm trying to move from TeleManager 2.xx and/or 3.xx to TeleManager 4.00. Is there any way to keep the database?

Unfortunately the migration from previous versions of TeleManager does not allow you to export the database, unless you use Microsoft SQL Enterprise Manager. You must manually import the database when using Microsoft SQL Enterprise Manager. Our next version of TeleManager will include a database migration tool.

### 6. Can you run TeleManager 2.322 and TeleManager 4.00 on the same server/workstation?

Yes, you can because they do not cause conflict with each other. Each TeleManager version will only manage the corresponding TeleCLIENTs mentioned in FAQ # 3

### 7. What network protocol is TeleManager using?

TeleManager was developed using SNMP (simple network management protocol). Most of the management and administration features use SNMP to send commands to the TeleCLIENT. However, when script files are transferred, TeleManager uses FTP (file transfer protocol). Our next version of TeleManager will utilize TCP/IP that will allow administration over WANs.

### 8. Does TeleManager have a scheduling feature?

No, TeleManager does not have a scheduling feature. Look for it in the next version of TeleManager in 2004.

### 9. When is the next version of TeleManager going to be released?

The next version of TeleManager Management Software is expected to release on April 1, 2004.

### 10. How much does it cost to license TeleManager?

Currently TeleManager is royalty free. We have a third party solution from Altiris that does require a license. MSRP is \$41.00 per client for Altiris Deployment Solution for Clients.

### 11. Does TeleManager support your TeleCLIENT TC8xxx XPe thin clients?

TeleManager only provides a few features for our TeleCLIENT TC8xxx XPe thin clients. WOL (WakeOnLAN), creating RDP and ICA sessions and VNC shadowing is supported under TeleManager 4.00. Altiris Deployment Solution for Clients provides full management capabilities for our TC8xxx XPe thin clients. You can learn more about Altiris and get a free evaluation copy at [www.altiris.com](http://www.altiris.com). Altiris will also be releasing a new version of Deployment Solution for Clients in 2004 that will also manage our TeleCLIENT TC7xxxx WinCE.net and MC Series of thin clients.