



PIXIL FAQ

PIXIL Frequently Asked Questions

29 January 2005 – Revision 1.4

Prepared By

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Revision History		
Revision	Date	Changes
1.0	July 16, 2004	Initial draft, derived from original FAQ document
1.1	September 20, 2004	Update for version 1.16
1.2	November 12, 2004	Updated with new Look & Feel
1.3	January 25, 2005	Updated with new information, consolidated some questions
1.4	January 29, 2005	Updated w/ new headers/footers and front page

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Sales and Support

You may contact Century Software for sales or support of PIXIL Thin Client. Telephone support is available Monday through Friday, 8am – 5pm MST.

Sales: (801)268-3088, ext 142, Louis James
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PIXIL Frequently Asked Questions

This FAQ is broken down into the following major categories:

Management & Distribution
Boot Mechanisms
Hardware Support
Capabilities
Internationalization

Management & Distribution

Q: Can PIXIL Thin Client be managed from a single console?

A: Nearly all functionality of the PIXIL Thin Client and associated network servers can be managed from a single PIXIL Thin Client terminal. This includes attaching to a Windows 2003 server to update configuration files or disk images, as well as Linux servers through a terminal prompt.

Q: How will PIXIL Thin Client implement Security updates and Upgrades (new ICA Clients or Security patches)? What about Central software deployment, inventory, patch management?

A: Century currently provides the Altiris agent on the PIXIL Thin Client image. We are also working with LanDesk to provide alternate management solutions, as well as our own self-contained solution, the PIXIL Management Console.

Q: Do you need a different product for each hardware configuration and how do we get system specific versions of PIXIL Thin Client?

A: PIXIL Thin Client is distributed as a single image that is compatible with many versions of the Dell OptiPlex hardware (170L, GX1, GX60, GX270, SX270, GX280 and SX280). All PIXIL software is available for download from the Century web site, by version number. For production, Century can create custom versions of PIXIL with a specific hardware platform in mind.

Q: Are there any differences in functionality between hardware platforms?

A: Sound only works on the 270/280 line of machines. There are no other significant differences in functionality between the supported OptiPlex platforms. Any differences are matters of hardware support (i.e., a 10/100Mbit network card, vs. a gigabit card.)

Q: Does the demonstration version of PIXIL Thin Client have any limitations?

A: There are no functional differences between the demonstration version of PIXIL Thin Client and the release version, however, the demonstration version will time out sessions after 30 minutes. In addition, the demonstration version contains all features, some of which may be considered optional when ordered by a customer, such as local web browser support.

Q: How do you customize the PIXIL Thin Client? Can an end-user customize the PIXIL Thin Client image?

A: Normally, all customization is done by Century, as part of the initial production release. However, Century does offer an SDK for sale to technically-oriented customers that allows them to customize the PIXIL Thin Client themselves. This does require some Linux expertise, however. Many system settings can be updated by the end-user by entering short commands at PIXIL Thin Client boot time.

Q: How do you save the settings (e.g. screen resolution, IP address). Is it possible to save individual settings per client?

A: Settings for all versions of PIXIL Thin Client, except for PXE (network boot) and CD boot, are stored locally on the client itself, either in flash or on the hard drive. This occurs when the “Save” button is clicked on the PIXIL Login Manager.

For PXE network boots, all settings for each client are stored on the PXE server and all configuration is done there. Configurations can be created for groups of PIXIL users, based on network IP address and other mechanisms. No client settings can be permanently changed from the client side.

For CD booting, changes made may be saved to local flash (if present.) Otherwise, all configuration information is lost when the client is restarted.

Boot Mechanisms

Q: Can PIXIL Thin Client boot from a hard disk?

A: PIXIL Thin Client has the capability to boot from a hard drive. PIXIL Thin Client has the ability to create a bootable hard drive image directly from a USB flash key, eliminating the need to create separate hard drive images.

These images are not provided in the demonstration packages for download due to the support issues surrounding getting the images written to a bare hard drive.

Q: Can PIXIL Thin Client boot from a Windows PXE server?

A: Yes, PIXIL Thin Client can boot from any server capable of supporting true PXE booting. The most important aspect of this is the ability for the TFTP server to support the TSIZE option. It is required for PXE booting, but some TFTP servers do not include this option. PIXIL Thin Client can also be booted from Linux-based PXE servers.

Hardware Support

Q: Does PIXIL Thin Client support the use of local USB printers and COM ports?

A: Yes, PIXIL Thin Client supports the attaching of USB and parallel printers that don't require special drivers (as in the case of multifunction devices.) In addition, the local COM ports can be redirected as virtual COM ports using the Citrix client.

Q: Does PIXIL Thin Client support additional peripherals such as CD-ROMS, floppy drives, etc?

A: Yes, PIXIL Thin Client supports attaching USB peripherals and allowing them to be mounted as Citrix virtual drives. This includes CD-ROMS, USB floppy drives, hard drives, cameras, etc. Basically, any mass-storage device can be connected and configured.

Q: What machines are supported?

A: PIXIL Thin Client is available on the following Dell OptiPlex machines: 170L, GX1, GX60, GX270, SX270, GX280, SX280. PIXIL can also be demonstrated on the Dell Latitude D600 and D400 laptops.

Capabilities

Q: The desktop is locked to 1024x768x16bit color @60hz, can it be pumped up to 24bit color @85hz?

A: Yes. Resolution, color depth, and refresh rate can be specified on the boot command line or in the boot configuration file on a PXE server.

Q: What desktop resolutions are supported? Can these be easily adjusted?

A: Currently, 1280x1024, 1024x768, 800x600, and 640x480. The default resolution is 1024x768. These can be changed on the "Terminal" tab of the PIXIL Login Manager.

Q: Does PIXIL Thin Client have audio playback and full audio support?

A: Yes, for GX280, SX280, GX270, SX270. (GX60 and GX1 have no audio support).

Q: What terminal emulations are supported out of the box?

A: PIXIL supports IBM TN3270E, TN5250E, and the DEC VT-series character-based terminal emulations. In addition, Citrix ICA and Microsoft RDP clients are provided for graphical connections. All of these options are provided as part of the demonstration images for PIXIL Thin Client. The character-based emulations are priced additional to the base functionality of PIXIL Thin Client.

Internationalization

Q: Does PIXIL Thin Client have multilingual support?

A: PIXIL Thin Client can support any combination of language settings support by the Citrix Client and Microsoft's Terminal Server. You are able to select different keyboard layouts directly from the Login Manager.

Q: Is the PIXIL Thin Client able to support any combination of keyboards?

A: Yes, PIXIL Thin Client can use any type of keyboard currently supported by Citrix or Microsoft Terminal Services. You can select these directly from the Login Manager. In the default PIXIL Thin Client image there are five to choose from (English, German, two Italian, and French), but these can be customized to allow whatever selections are needed.

Q: Does the PIXIL Login Manager support multiple languages?

The Login Manager is distributed in English only, but can be translated into other languages on request. In addition, you can currently enter text in any Latin-1 or Latin-2 character set, provided you have selected the appropriate keyboard setting in the Login Manager.