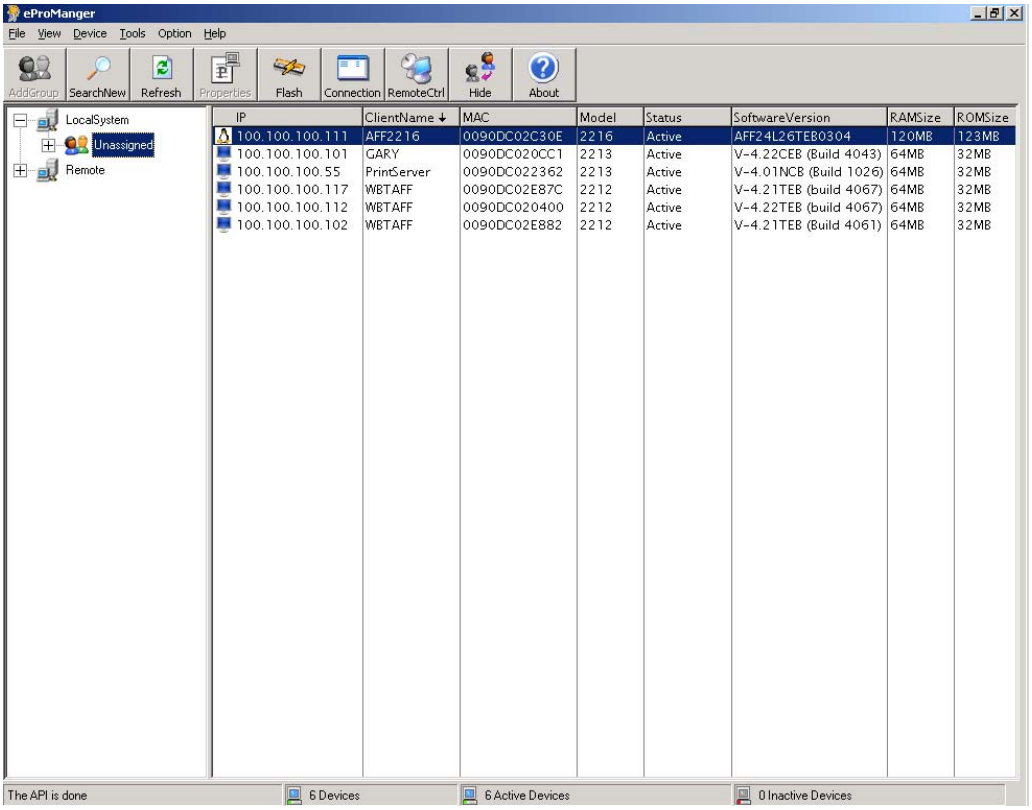
eProManager Remote Central Management Software User's Guide

Version 4.8



October 2013

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General Description

ProManager remotely manages Affirmative Technology Group Linux-Based Terminals (LBTs), Windows-Based Terminals (WBTs), Windows Embedded Standard (XPe) Terminals, and Windows Embedded Standard 7 terminals connected to a local TCP/IP sub-net and/or to remote sub-nets. The software is installed on a Windows 2000/XP/Vista/W7/Server platform and allows the Network Administrator to update terminal parameters and firmware.

NOTE: All references to XPe terminals, unless otherwise noted, in this user guide are also applicable to Embedded Standard and Embedded Standard 7 (W7) terminals.

ProManager can be used to manage the following Affirmative Computer Products and Affirmative Technology Group terminals:

- Model 2213 Windows Based Terminal (CE.net with firmware versions 4.01NCB build 1026 and 4.22CEB)
- Model 22x1 Entry Level Linux Based Terminal
- Model 22x2 Windows Based Terminal (CE.net with firmware versions 4.21TEB, 4.22TEB, 5.0xTEB, and 6.0xTE)
- Model 22x5 Windows Based Terminal (CE.net with firmware versions 4.21EB, 4.22EB, 5.0xEB, and 6.0xE)
- Model 22x6 Linux Based Terminal
- Model 22x7 XP Embedded Terminal
- Model 2321 Entry Level Linux Based Terminal
- Model 23x2 Windows Based Terminal
- Model 23x5 Windows Based Terminal
- Model 23x6 Linux Based Terminal
- Model 23x7 XP Embedded Terminal
- Model 241x (All Terminal Versions)
- Model 2613 Windows Based Terminal (CE.net with firmware version 5.00NCB build 1060 or higher) (*Limited functionality*)
- Model 2613P Windows Based Terminal (CE.net with firmware version 5.00NCB build 1060 or higher) (*Limited functionality*)
- Model 27xx (All Terminal Versions)

ProManager allows you to remotely manage almost all aspects of terminal management. You can:

- Locate new terminals on the network.
- Configure terminal properties.
- Add, delete, configure, and activate terminal sessions.
- Clone terminal properties onto another terminal.
- Upgrade terminal firmware.
- Create and manage terminal groups.
- Shadow and control terminal operation.
- Reboot, power up, and power down terminals. (N/A for 26xx terminals).
- Schedule reboot, power on, power off, and firmware upgrade by terminal or group.
- Activate/deactivate terminal connections.
- Maintain a log of all ePro management events.

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Installation/Upgrade/Uninstall

eProManager can manage and control your YES*tation*s through a single computer. It can be implemented in your system in a matter of minutes through a quick and easy installation process. With the help from eProManager, Administrators have a multitude of possibilities when it comes to interacting with their terminals: organizing devices by name, department, or IP addresses. Additional tools such as flashing and scheduling allows Administrators to update device software at any time of the day.

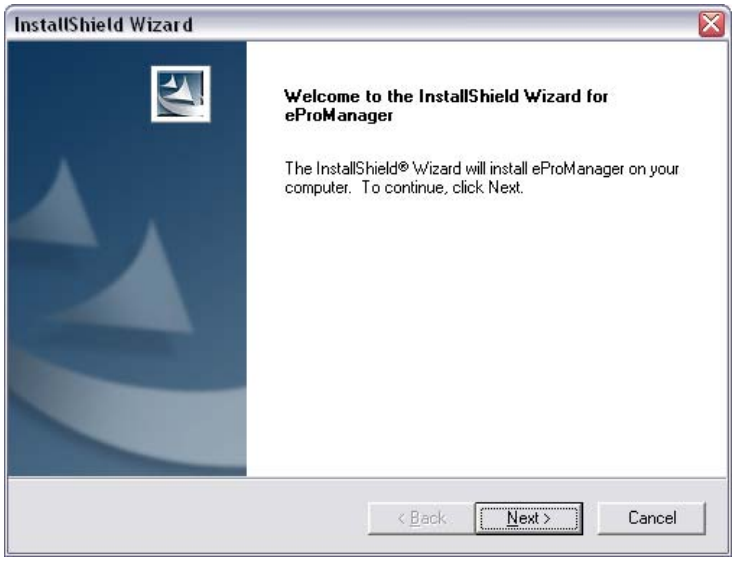
System Requirements

- Windows 2000 Professional/Server/Advanced Server with Service Pack 3 or higher, Windows XP Professional, Windows Vista 32-bit, Windows 7, and Windows 2003/2008/2012 Server.
- 30MB disk space.

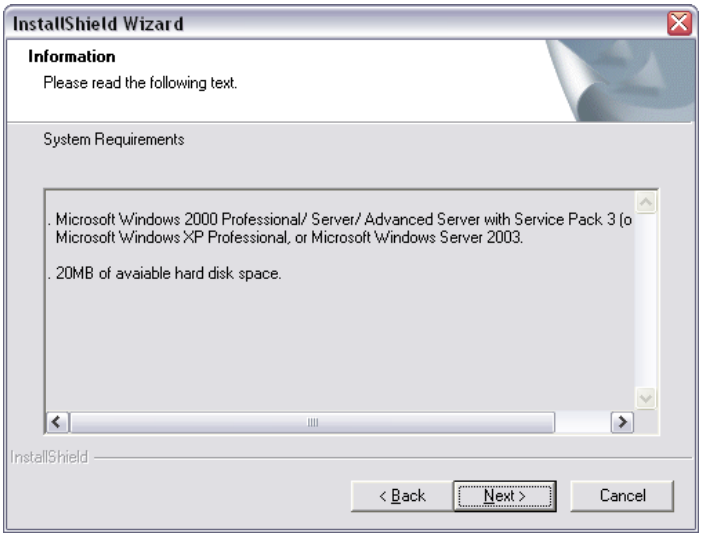
Initial Installation

Installation of the Affirmative Technology Group eProManager software is very simple; you can do it even while other applications are open on the server. However, you will have to reboot before eProManager can be used. Install as follows:

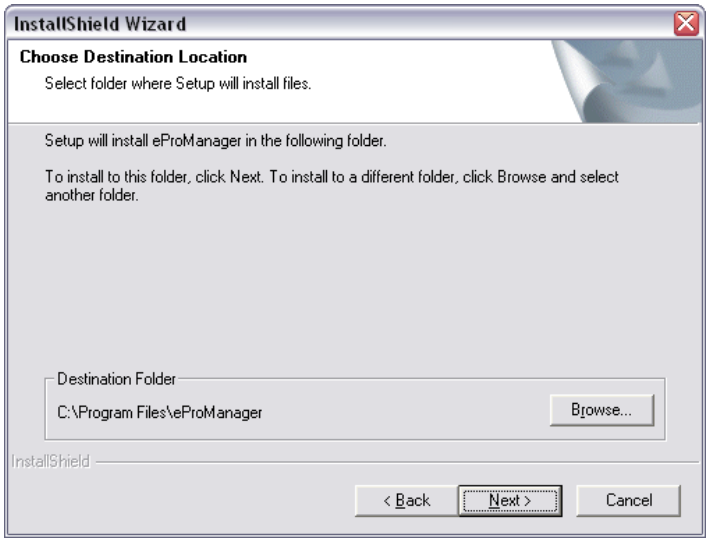
1. Locate the install program file (**eProManagerV4.x.exe**) and double-click to run it.
2. You will briefly see a series of InstallShield setup screens. Then the Installation Wizard will open with this Welcome screen



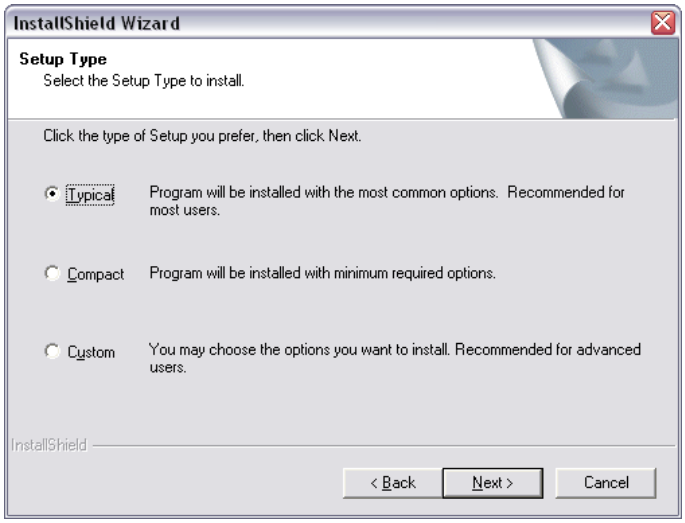
3. Click on **Next** to see this Information screen.



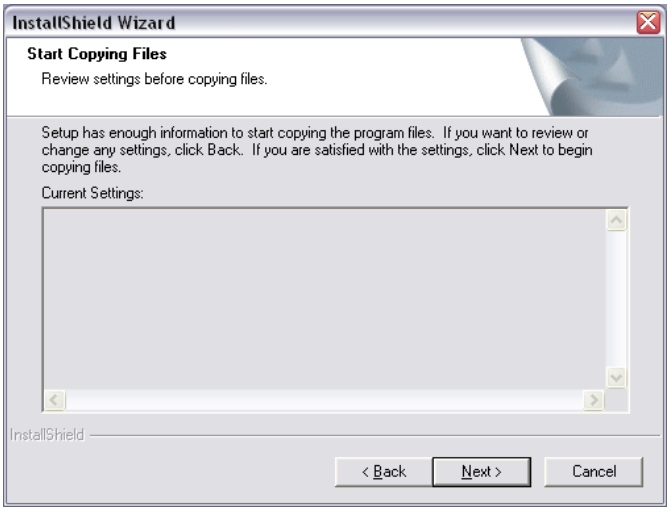
4. Do not be dismayed by the lack of reference to Vista, Windows 7, and later versions of Windows Server. The information in this screen needs to be updated. Click on **Next** to see the Destination screen.



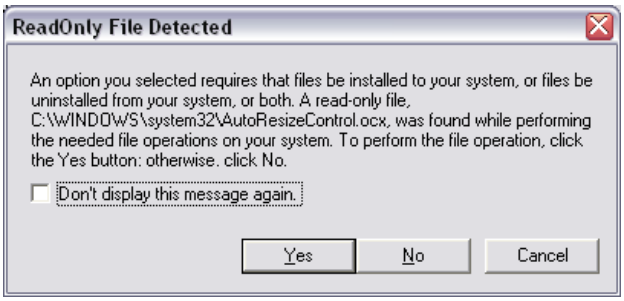
5. Typically, there is no reason to deviate from this default. Since this folder probably does not yet exist on the computer, the installation software will create it after you click on **Next**. Then you will see the Setup Type screen.



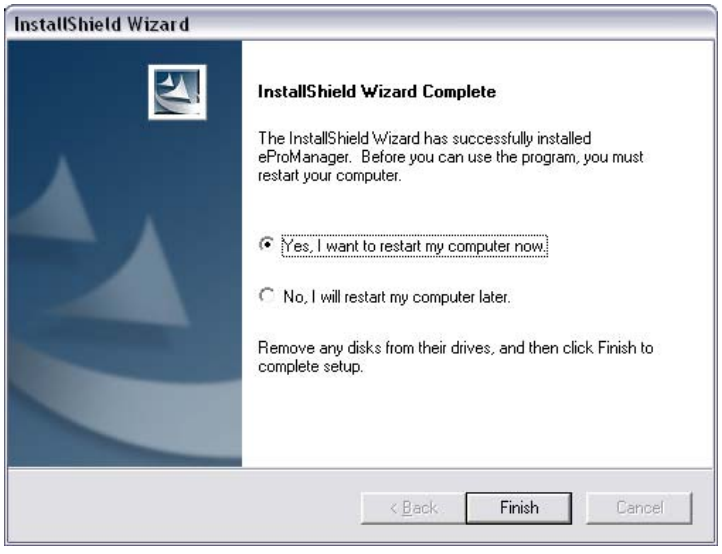
6. Choose any of the three types. They all result in an identical installation. Then you will arrive at the Settings screen.



7. Oops. Nothing there. Ignore this minor bug and proceed with **Next**. ePro will be installed per your earlier settings even though you can't see them here. During the file installation, you may see this screen.



8. Click on **Yes** and proceed to the Completion screen.



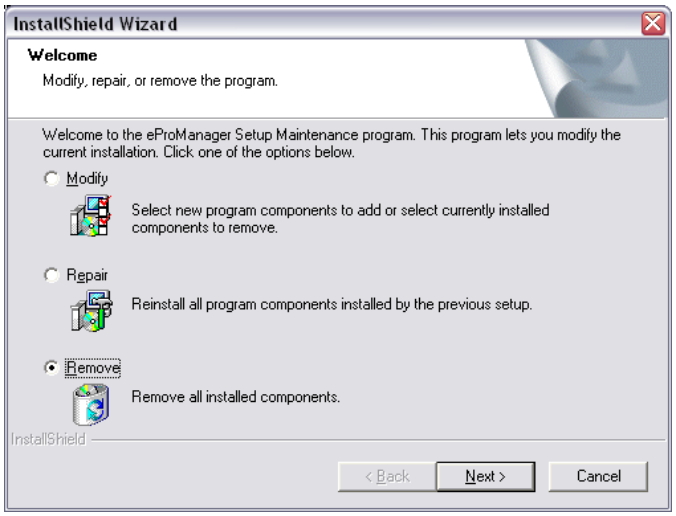
9. You will not be able to use eProManager until you reboot.

Uninstall

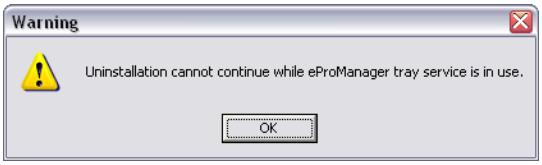
You can access the Uninstall routine in either of two ways:

- Windows Control Panel. Right-click on **eProManager** from the list of installed software and then click on **Uninstall/Change** or **Change/Remove**, depending upon the version of your operating system.
- Open the install software file (**eProManagerV4.x.exe**).

In either case, you will be led to this screen.



Choose **Remove** and click on **Next**. Of course, you have turned off ePro before you started this endeavor. But when you click on **Next**, you will still very likely get this message.



You probably didn't know anything about the eProManager tray service, since it operates in the background. It starts automatically at bootup, so it is active even if you never opened ePro. Normally you will see this icon in the System Tray.

Right click on the icon and select **Exit** to close the service. If you do not see this icon in the System Tray, you will have to open Task Manager (**Ctrl-Alt-Delete**), then open the Processes tab and end the **Tray.exe** process. Then start the Remove procedure again by once again opening **eProManagerV4.x.exe**.

As ePro is being removed, you will get a series of Shared File Detected messages asking if you really want to delete the specified shared file. Go ahead and delete them all; I have never experienced any problem in doing so. Also, select **Yes** when encountering the ReadOnly File Detected message. This should get you through to the Finished window, where you will be told to restart your computer to finish the procedure.

Upgrade

You can upgrade to a newer version of the ePro software without removing the old version. You can do it even while other applications are open on the server.

NOTE: You will lose all device list information upon install, including any new groups and domains that you may have configured. If this is a concern to you, execute an **Export Device List** operation from the File menu before installing the new software. Then execute an **Import Device List** operation from the File menu after installing the new software. See Operation|Menu Bar|File for more information.

Install as follows:

1. Execute an **Export Device List** from the File menu to save existing device list, group, and domain information.
2. Close the eProManager icon in the System Tray.
3. Locate the install program file (**eProManagerV4.x.exe**) and double-click to run it.
4. You will see a series of InstallShield setup screens. The required entries are generally intuitive.
5. When you come to the Setup Maintenance screen, choose **Repair**.

6. Continue through the setup screens. On the last screen, you will be asked if you want to reboot immediately. Even though you are told you must reboot to use ePro, this is not necessary. You can use ePro immediately.

You can also select **Modify** from the Welcome screen. This will then direct you through a few extra steps to get to the same result.

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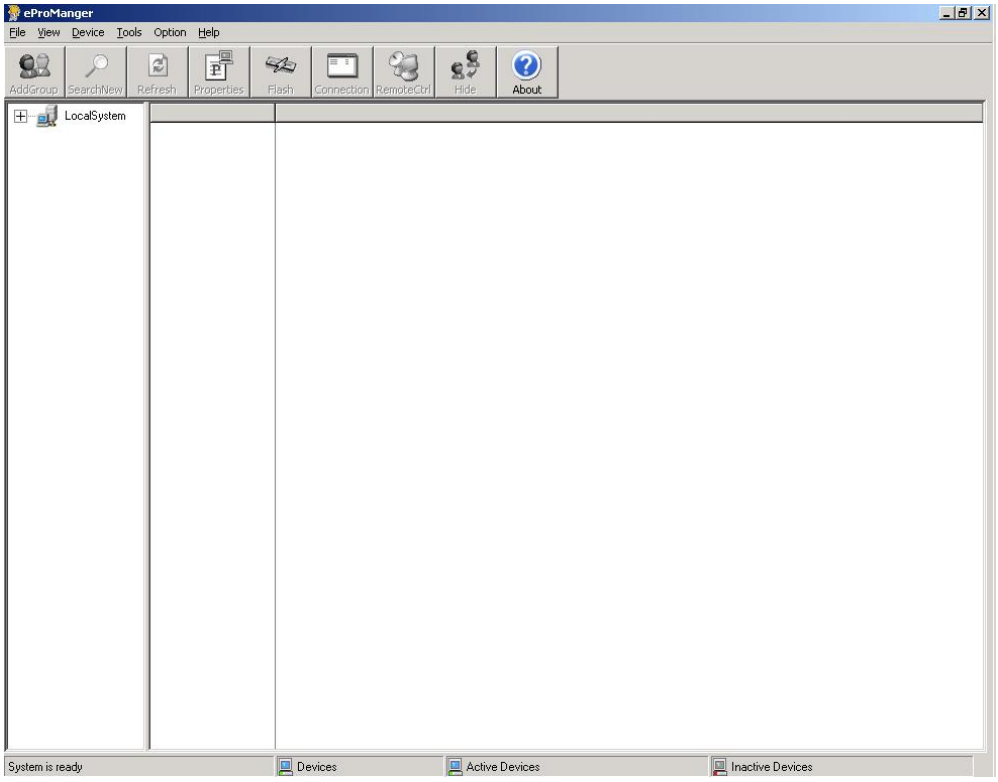
Configuration

When you open the eProManager program for the first time, you will see something resembling the following screen.



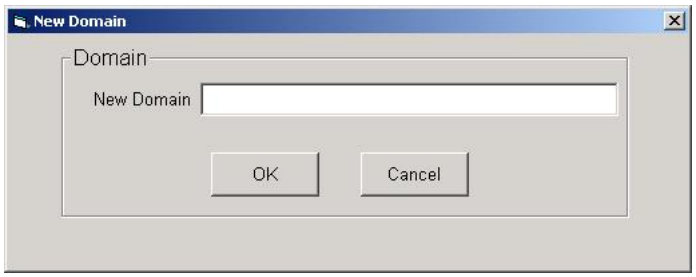
There are always two panes in the eProManager screen. In appearance and use, it is very similar to a Window Explorer screen. You can vary the relative sizes of the two panes by dragging the bar separating them. The left pane shows the configured terminal domains and groups, along with the terminals assigned under those entities. There is always a **Local System** domain by default, and the first scan of the local sub-net will place all of the located terminals in that domain. The right pane shows more detailed information about the terminals included under the entity highlighted in the left pane. The screen shown above shows “collapsed” trees in the left pane; clicking on the + sign for a tree will open it to show the next lower level of the tree.

Domains

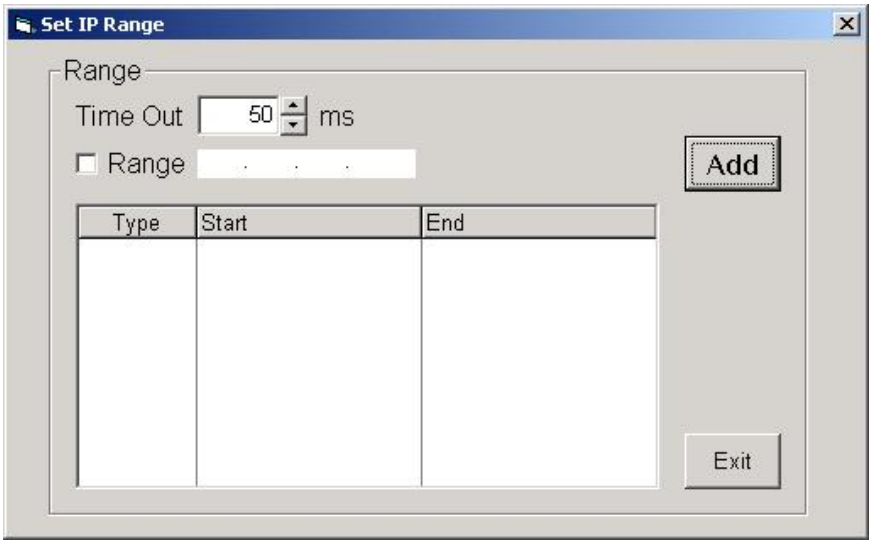
The highest entity level in the left-hand pane is Domains. A domain is defined by the IP addresses that it covers; it can be configured to cover individual addresses or a range of addresses or both. By default, ePro starts with one domain, **Local System**, which has the address range of the complete local sub-net (xxx.xxx.xxx.001 to xxx.xxx.xxx.254). This range cannot be changed, and Local System cannot be deleted. Other domains can be added and defined by the Administrator; typically these domains are used to manage terminals found in other sub-nets on the network. All domains are at the same level; you cannot have a sub-domain beneath a domain.

Adding a Domain

1. Go to **File>Add Domain** in the Menu Bar, or highlight any existing domain in the left-hand pane and click on **Add Domain** from the right-click menu. You will see the following dialog box.

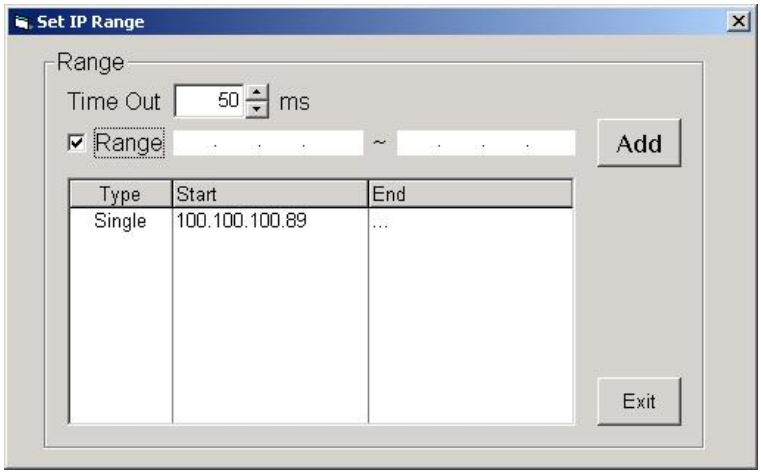


2. Enter a name in this box, and then click on **OK**. You will now see this new domain shown in the left-hand pane.
3. Right click on the new domain name and then click on **Set IP Range** from the menu. You will see the following dialog box.



Set IP Range Dialog Box for Single IP Address

- **Range**. You see a select box and an address field box.
  - If you want to add a single IP address, leave the select box unchecked, and enter that address in the address field. Then click on **Add**, and you will see the address appear in the list box as type **Single**. You can repeat this process for multiple single addresses.
  - If you want to add a range of IP addresses, check the select box. You will then see two address field boxes, as shown here.



Set IP Range Dialog Box for a Range of IP Addresses

Enter the beginning and ending addresses of your range, and click on **Add**. You will see the range appear in the list box with the type **Range**. You must not span sub-nets with the specified range; if you do, ePro will search only that portion within the first sub-net, and ignore the rest. You must set a separate range for each sub-net, or portion of a sub-net, that you wish to control; an alternative is to establish a separate domain for each sub-net, but there is no advantage in doing so.

- **Time Out**. When ePro searches the addresses shown in the list box, it will wait for a response from each address in turn. If it does not get a response within the time set in this field, it will advance to the next address. You may have to change from the default of **50** ms if you are searching over a slow network.
- You cannot edit a range. If you want to make changes, delete the range (click on **Delete** in the right-click menu) and add the modified range.

Groups

For management purposes, it may be convenient to group your devices by physical location or operational function like floor, department, etc. You can add one or more groups under each domain; each domain enters life containing one group, **Unassigned**, by default. This group cannot be deleted or renamed.

You can also add sub-groups beneath groups.

Adding a Group

1. Highlight the domain under which the new group will exist.
2. Go to **File>Add Group** or click on the **AddGroup** icon in the Tool Bar or click on **Add Group** in the right-click menu. The following dialog box will appear.

3. Enter the desired group name and click on **OK**. You will now see the new group in the left-hand pane under its parent domain.

Adding a Sub-Group

Sub-groups can be added under groups or under other sub-groups. The process is:

1. Highlight the group or sub-group under which you with to create a sub-group.
2. Go to **File>Add Group** or click on the **AddGroup** icon in the Tool Bar or click on **Add Sub Group** in the right-click menu.
3. You will see the New Group dialog box. Enter the sub-group name and click on **OK.** You will now see the new sub-group in the left-hand pane under its parent entity.

Populating a Domain/Group/Sub-Group

Terminals are added to domains or groups in three ways:

- **Automatically** within a *domain* of IP addresses when that domain is highlighted and you click on the **SearchNew** icon in the Tool Bar. ePro will sequentially try to contact every IP address in that domain and if it finds an active address, try to establish contact with an ePro client in that device. If it does, it uploads a subset of the device properties and displays them in the right-hand pane. All terminals found in this way are added to the default **Unassigned** group in that domain.
- **Manually** via the following process:
  1. Right-click on the *group* to which you are adding a terminal.
  2. From the right-click menu, click on **Add Client**. You will see the Add New Client dialog box.

  3. Enter the IP address of the terminal. **Note: This address *does not* have to be within the IP range of the group's domain.** This is an alternate way of adding clients that are not in the local sub-net, rather than adding one or more domains to cover them. It is especially useful if these remote terminals are widespread, without any useful commonality in their IP addresses.
  4. Click on **Get Information**. ePro will then attempt to connect to the ePro client in that device and, if successful, will automatically populate the other fields in this dialog box.
  5. Click on **OK**, and the new client information will be displayed in the right-hand pane.
- **Drag-and-Drop** via the following process:
  1. In the left-hand pane, click on the group or domain containing the terminal of interest. You will then see, in the right-hand pane, a list of all the terminals in that group or domain.
  2. Highlight one or more terminals in the list and drag them to the desired group in the left-hand pane.

3. If you want to drag a terminal to the **Unassigned** group, you can't. The only way to get a terminal back into the **Unassigned** group is to delete it from the domain list, and then rediscover it with the SearchNow function.

Adding a Terminal Connection (CE Only)

ePro allows you to add or delete a connection or change connection properties for active Windows CE terminals in its database. The procedure to add a connection is:

1. Highlight the terminal name.
2. Open a Connections Settings screen for that terminal by doing one of the following:
   - Click on the **Connection** icon.
   - Right-click on the terminal name and select **Connections** from the resulting menu.

   This screen is almost identical to the Configure tab of the Connection Manager screen seen locally at the terminal, and serves the same functions except for **FailOver**.
3. In Connections Settings, add a connection as described in the User Guide for that terminal.
4. An alternative to Connections Settings is to right-click on the terminal name and select **Add Connection** from the resulting menu. You will see a list of connection types, and when you click on one, you will get the same configuration screen as when doing an **Add** from Connections Settings.
5. When you are finished, you will be told that you have to reboot the terminal to complete the process. If you choose not to reboot immediately, the new connection will be downloaded to the terminal, but not activated until it is next rebooted, either locally or under control of ePro.

Note: An alternative to using this procedure is to use Remote Control. See Operation|Right-Click Action Lists|Terminals|RemoteControl for more information.

Note: Adding or editing a Dial-Up connection using this procedure allows a limited set of configuration parameters. For a full set of parameters, use Remote Control or edit locally.

Note: You may not see all the connection types when using this procedure. For a complete list, use Remote Control or edit locally.

Modifying a Terminal Configuration

ePro allows you to modify most of the properties for any active terminal in its database.

Windows CE Terminals

The procedure to modify a configuration is:

1. Highlight the terminal name.
2. Open a Control Panel screen for that terminal by doing one of the following:
   - Click on the **Properties** icon.
   - Right-click on the terminal name and select **Device properties** from the resulting menu.
3. You are now actually executing Remote Control into the terminal Control Panel.
4. Open the applets of interest and make your changes. See the appropriate terminal User Guide for assistance, if necessary.
5. When you are finished, **OK** out of the Control Panel screen.

Note: An alternative to using the above procedure is to activate Remote Control for the terminal and then go to Control Panel. It gets you to the same place, but may take a few more mouse clicks than the above procedure.

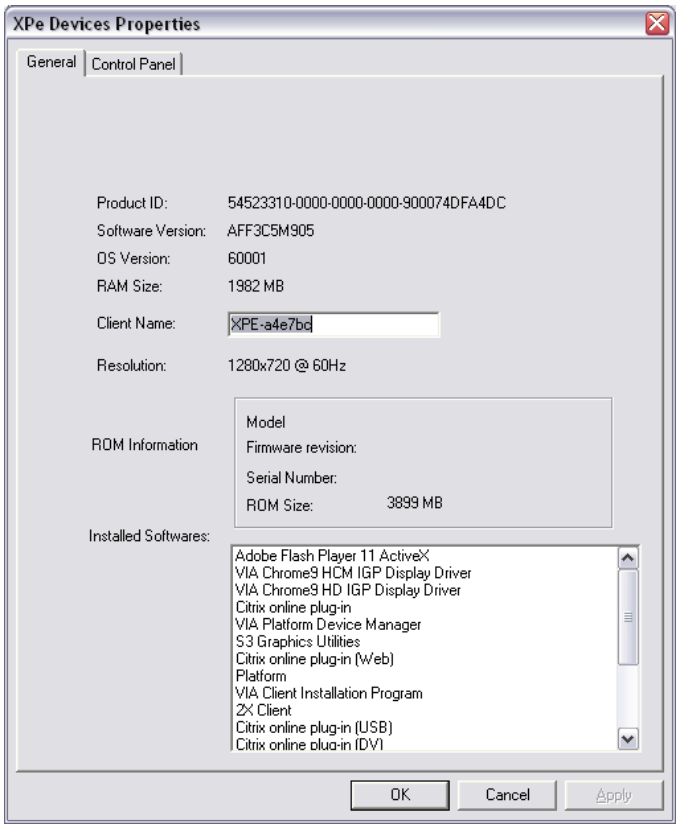
Linux Terminals

Use Remote Control and open the Control Center to modify terminal properties.

XPe and W7 Terminals

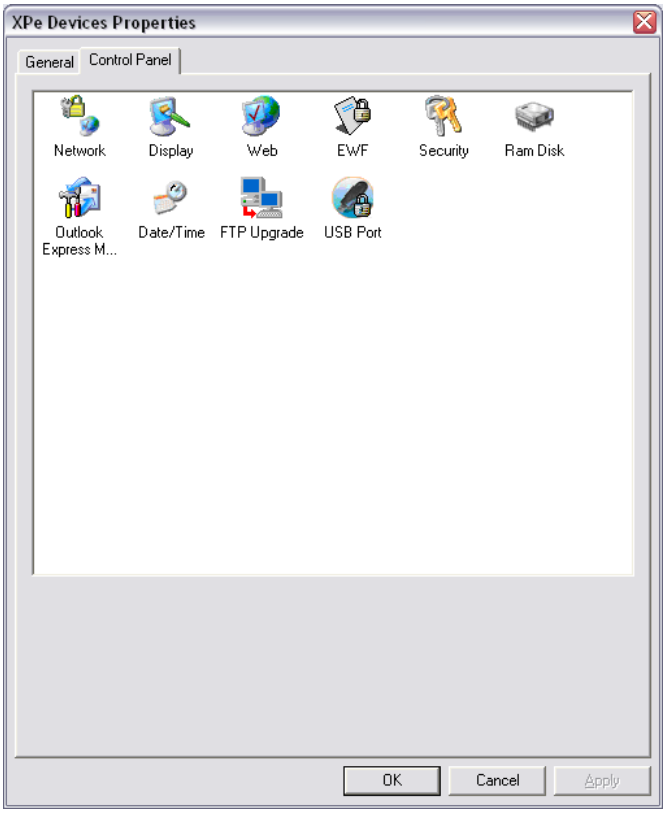
The procedure to modify a configuration is:

1. Highlight the terminal name.
2. Open a Control Panel screen for that terminal by doing one of the following:
   - Click on the **Properties** icon.
   - Right-click on the terminal name and select **Device properties** from the resulting menu.
3. You will see a resemblance of the following screen.



XPe/W7 Terminal Device Properties Screen

4. The General tab is primarily for information. The only modification you can make here is the **Client Name**. Probably the most useful information on this tab is the list of **Installed Software**.
5. Click on the **Control Panel** tab to see something similar to the following screen.



XPe/W7 Control Panel Screen

6. As you can see, the number of configuration utilities available in this screen is quite small compared to a local Control Panel. Also, the available parameters within each utility are limited compared to a local Control Panel. But you can do some useful things here, and several utilities here (EWF, Ram Disk, Outlook Express Maintenance) have no equivalent in the local Control Panel.
7. Double-click on a utility icon to open it and make your changes.
8. When you are finished, **OK** out of the Control Panel screen.
9. You will see a small dialog box that asks if you wish to restart the terminal now. Although this suggests that changes will not take effect until you do restart, such is not always the case. Even if you choose not to reboot immediately, the new configuration will be downloaded to the terminal; changes that do not require a restart when made locally do not require a restart here either.

Note. When working with a W7 terminal, you may still see the title **XPe Devices Propertes** and a useless icon for Outlook Express Maintenance in the above screen.

Note: An alternative to using the above procedure is to use Remote Control. This will give you access to all of the local Control Panel utilities. See Operation|Right-Click Action Lists|Terminals|RemoteControl for more information.

Cloning or Restoring a Terminal Configuration

You may want to duplicate a terminal configuration on other terminals. Another possibility is that a terminal has been reset to factory defaults because of troubleshooting or a firmware upgrade, and restoration to the original configuration is desired.

First, two definitions:

- The **benchmark** YES*tation* is the unit on which the desired configuration, applications, and drivers are first assembled.
- The **target** YES*tation* is the unit which is to be made identical to the benchmark unit.

CE and Linux Terminals

The cloning process consists of:
1. Configure a benchmark terminal.
2. Execute a Profile Upload from the benchmark terminal.
3. Execute a Profile Download to the target terminal.

Profile Upload

The Upload process is:
1. Highlight the benchmark terminal in ePro and right-click to open the menu.
2. Select **Profile Upload**.
3. In the Get Profile dialog box, you will be asked to key in a file name to identify the profile file. Do so and **OK** out of the dialog box.
4. You will see an Upload Profile Status progress window with a progress bar. After the upload is complete, the dialog box will disappear.
5. The uploaded profile is now saved in a **.tec** file in **c:\Program Files\eProManager\TEC**.

Profile Download

A profile can be downloaded to one terminal or to a group of terminals. The Download process is:
1. Highlight the target terminal or group in ePro and right-click to open the menu.
2. Select **Profile Download**.
3. You will see an Open window allowing you to browse to the desired **.tec** profile file. Select the desired file.
4. Ignore the **Open as read only** option (it has no effect on the download), and click on **Open**.
5. You will see a Profile Download status box.

Profile Download Status Box

If you want to merge the existing connections on the target terminal (*Windows CE only)* with the connections in this profile, uncheck the **Remove all…** box. If you want to replace the target connections, leave this box checked. Then click on **Download**. CE.net terminals will receive a message that a download is taking place. Linux terminals will not receive any message. **Note:** If there are connections on the new profile with the same names as connections on the target terminal, the target connections will be replaced.

6. When you see the status **Update profile OK**, the profile has been successfully downloaded, and you can **OK** out of the status box.
    - The target terminal will automatically reboot after the download, and its configuration, except for merged connections, will be identical to the benchmark terminal.

Note: ePro verifies that the target terminal has the same base hardware and Operating System as the benchmark terminal. If this is not the case, ePro announces a **Profile Header error** or **Connect Failed**, and refuses to download.

XPe and W7 Terminals

In these terminals, cloning/reseal and profile upload/download are two distinctly separate operations. Cloning/reseal here means saving the exact image (cloning) from the benchmark terminal **C** drive and replicating that image (resealing) on the target terminal **C** drive. Profile download/upload means saving the Registry (downloading) from the benchmark terminal and replicating that Registry (uploading) on the target terminal **C** drive. Unfortunately, profile download/upload is not operational at this time, even though it appears in the context menu.

Cloning/Reseal

The 2xx7 and 2xx9 YES*tations* have the capability, in combination with eProManager, to clone firmware images to other 2xx7 and 2xx9 YES*tations*. You can build your special Desktop configuration, add applications and peripheral drivers, and then exactly reproduce the resulting firmware image on other units. You can create as many unique images as you wish, with the images stored in one or more network-share directories anywhere on your network.

Requirements

Cloning/reseal requires the following elements:

- eProManager, version 3.4a or above, installed on a management console on the network.
- Benchmark and target units installed on the same network as eProManager.
- Benchmark and target units have flash memory of the same size.
- XPe firmware version 404 or above, or any W7 firmware, on the benchmark YES*tation*. If your benchmark unit does not have the proper version, Affirmative Technology Group may be able to provide it on a CD.
- XPe firmware version 301 or above, or any W7 firmware, on the target YES*tation*.
- At least one shared directory on the network that can be used to store the cloned images.

Limitations

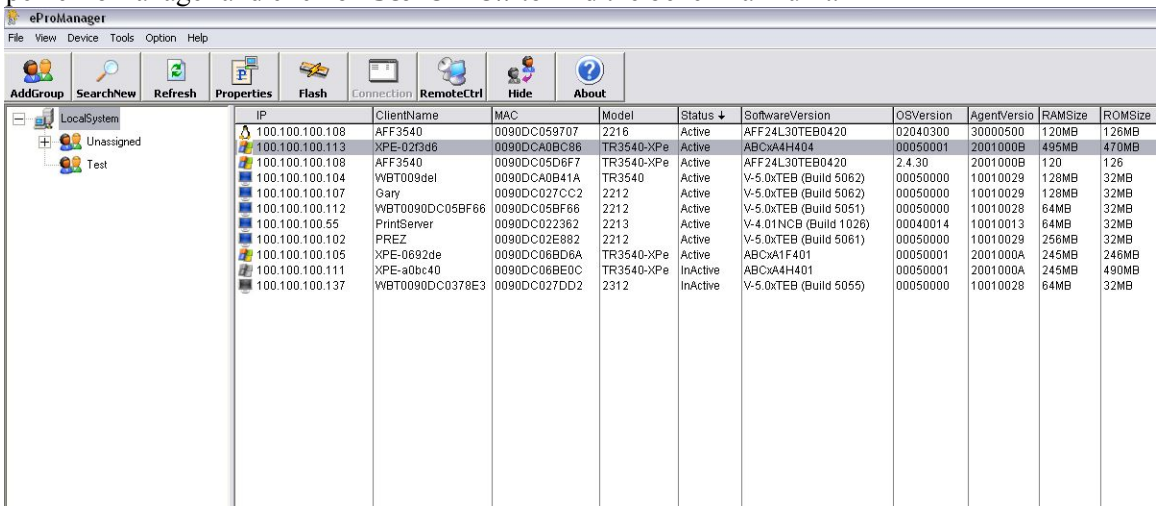
YES*tations* are based on several different hardware platforms, and cloning across different platforms is usually not exact. Applications and peripheral drivers should present no problem, but configuration parameters that depend upon internal hardware may not be cloned. This is often the case with display parameters, for example. For the best and most reliable results, use identical benchmark and target hardware platforms.

Note: The YES*tation* must have a wired connection to the network. Cloning and resealing will not work with a wireless YES*tation* connection.

Cloning Procedure

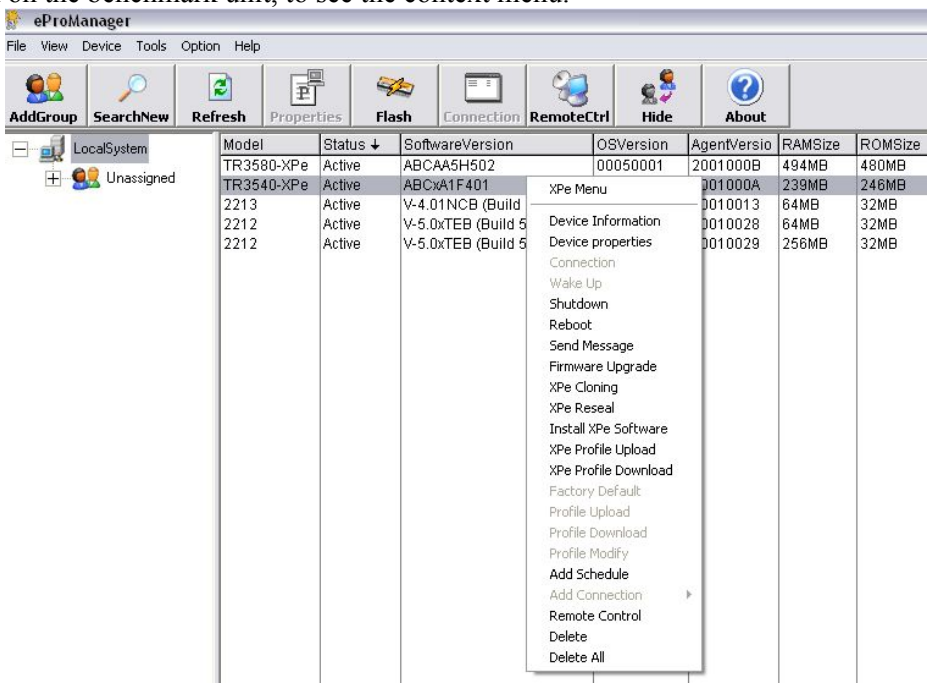
1. Create a base benchmark unit..

2. Configure the benchmark unit per your Desktop needs and with all the desired applications and peripheral drivers.
3. Connect the benchmark unit to the same network as your eProManager management console.
4. Open eProManager and click on **SearchNew** to find the benchmark unit.



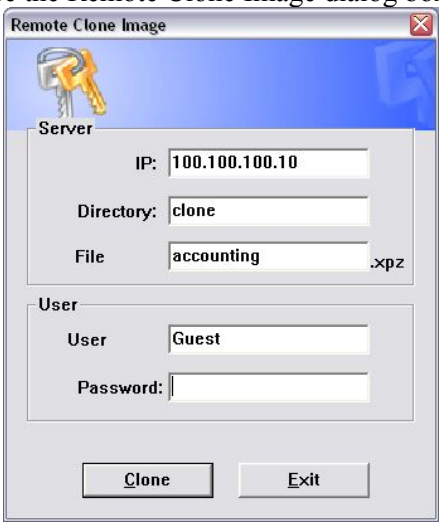
ePro Local System Terminal List

5. Right click on the benchmark unit, to see the context menu.

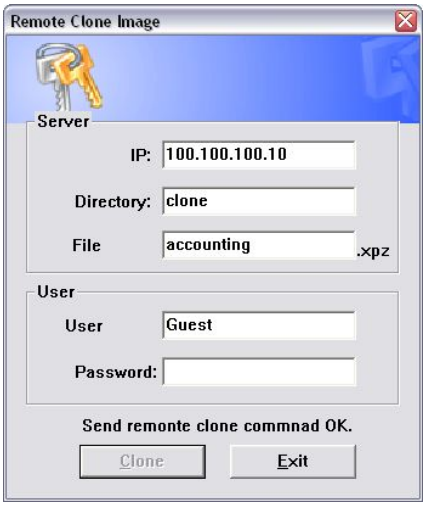


XPe Context Menu

6. Left click on **XPe Cloning** to see the Remote Clone Image dialog box.

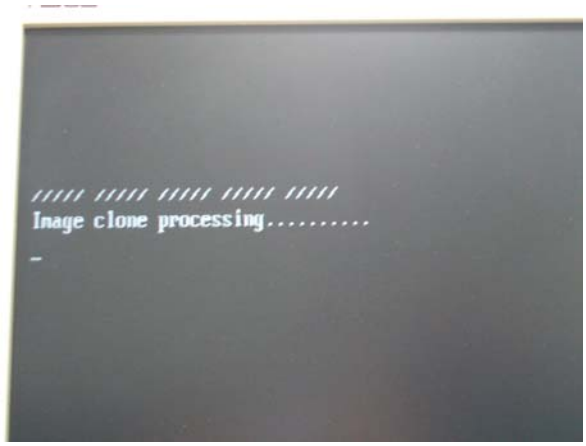


7. Enter the information:
   - **IP**. This is the IP address of the PC on the network that contains the shared directory that will contain the captured images. You can use your management console as the server, or you can use any Windows PC on the network that allows shared directories.
   - **Directory**. This is the share name of the directory that will contain the captured images. Do not enter the complete path; only enter the share name.
   - **File**. Assign your desired name of the captured image file. The extension, **.xpz**, will be added automatically.
   - **User/Password**. This is the *local* user name and password that allows access to the shared directory. **Note: If the shared directory is in a domain environment, you must use the local User/Password, not the domain credentials.**
8. Click on **Clone**. You should see a confirmation that the remote clone command has been sent. You can now close this dialog box if you wish. ePro is now out of the capture loop, with all subsequent interaction taking place between the benchmark terminal and the computer that is storing the image files.



Remote Clone Image Dialog Box with Confirmation

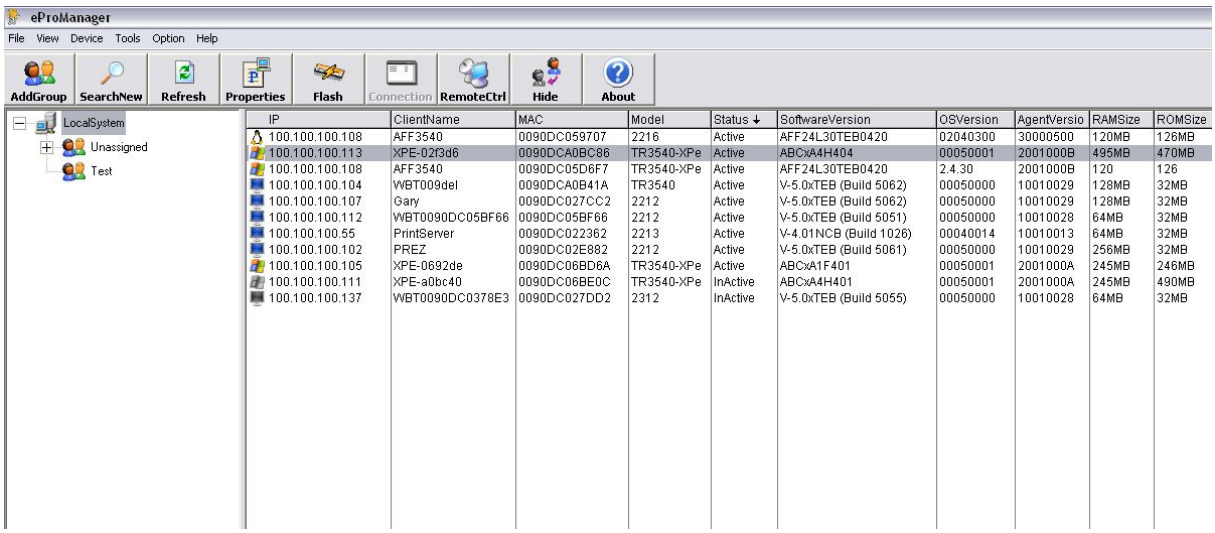
9. If you look at the benchmark unit display, you will see the unit shut off and then reboot with a lengthy Linux boot dialog. At the end of the dialog, you will see the processing message.



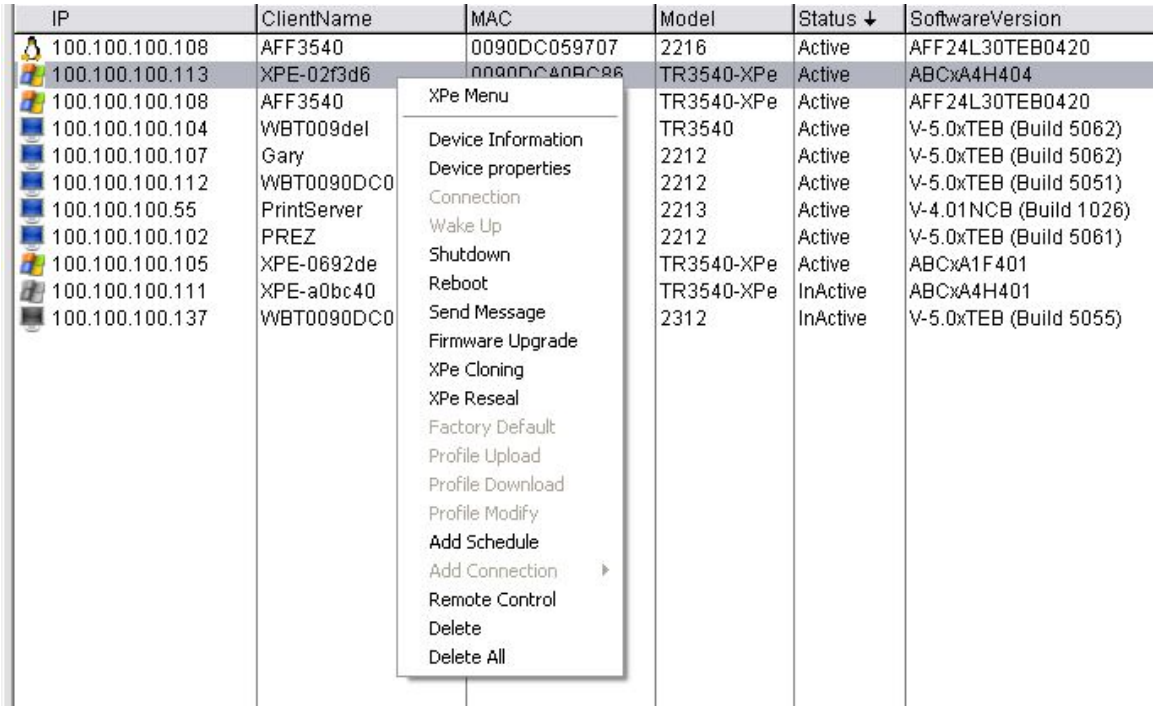
10. The image capture is a relatively slow process, occurring at about 9MB-50MB per minute, depending upon your hardware platform. At the end of this process, the benchmark unit will reboot and you should see three new files in your share directory, the desired **.xpz** image file and two information files (a **.res** and a **.txt** file). You won't get much information out of the information files, and they are not subsequently necessary for any image processing, so you can safely delete them. You will be using the **.xpz** file for subsequent restoration.

Reseal Procedure

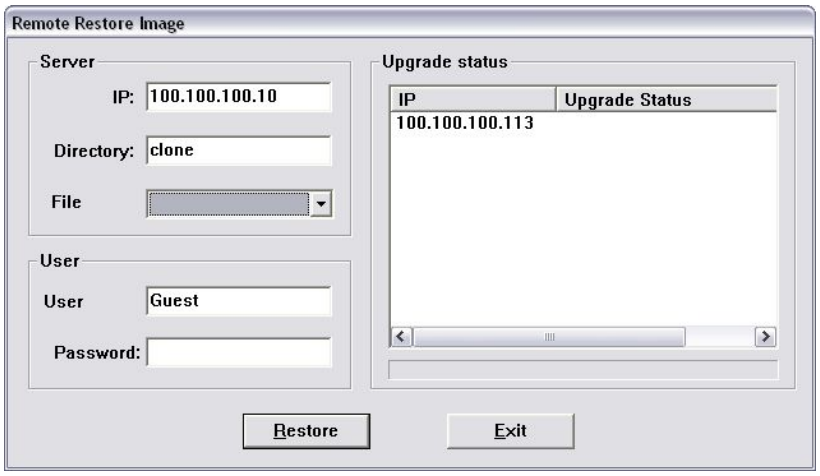
1. Make sure that your desired benchmark image file has a **.xpz** extension. If that file has a **.xpe** extension, rename it with a **.xpz** extension. The Reseal method for XPe terminals only works with **.xpz** files, but **.xpe** and **.xpz** files are identical except for the extension name.
2. Open eProManager and click on **SearchNew** if your target unit is not seen in the terminal list.



3. Right click on the target unit, to see the context menu.

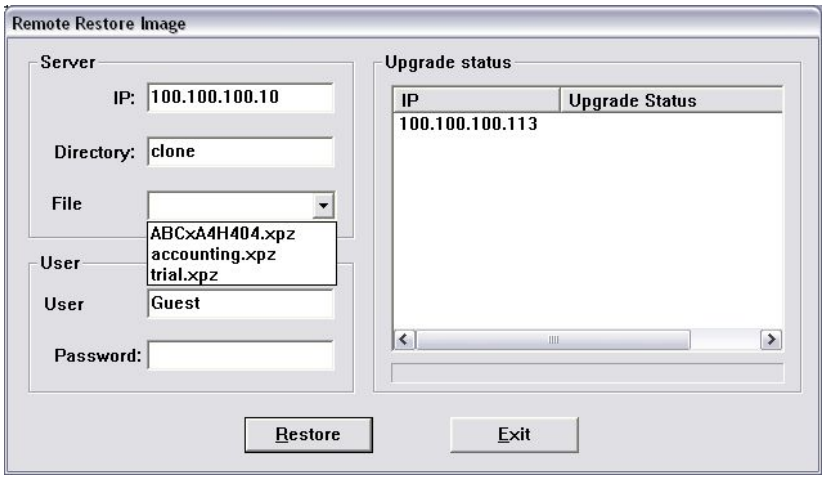


4. Left click on **XPe Reseal** to see the Remote Restore Image dialog box.

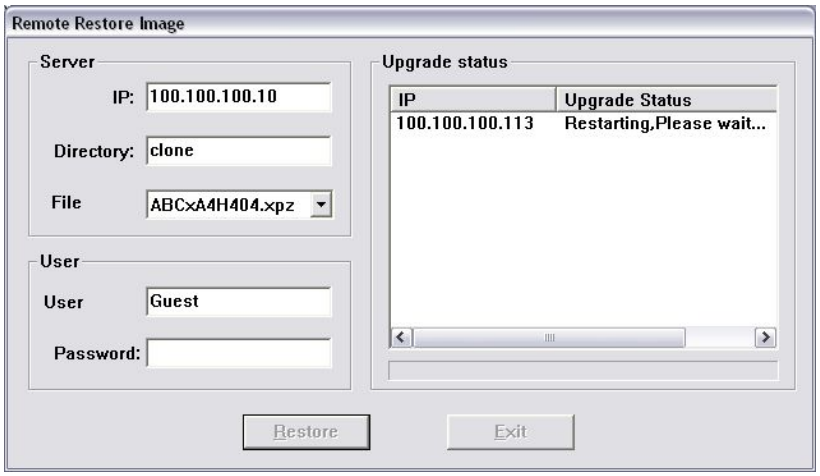


5. Enter the information:
   - **IP**. This is the IP address of the PC on the network that contains the shared directory with the images to be restored. You can use your management console as the server, or you can use any Windows PC on the network that allows shared directories.
   - **Directory**. This is the share name of the directory that will contain the restore images. Do not enter the complete path; only enter the share name.
   - **File**. You cannot enter anything into this field.
   - **User/Password**. This is the *local* user name and password that allows access to the shared directory. You *must* enter something in the Password field. If your password is blank, enter a character and then delete it. **Note: If the shared directory is in a domain environment, you must use the local User/Password, not the domain credentials.**

6. Click on the drop-down arrow of the **File** field to see a list of all the **.xpz** files in the image directory.



7. Highlight the desired file and click on **Restore**. You will see a "Restarting…" message.



8. If you look at the target unit display, you will see the unit shut off and then reboot with a lengthy Linux boot dialog. At the end of the dialog, you will see an **"Image restore processing"** message.
9. The image restore is a relatively fast process, occurring at about 80MB-100MB per minute. At the end of this process, the target unit will reboot and you should see the Desktop results of the new image.

Updating Terminal Firmware

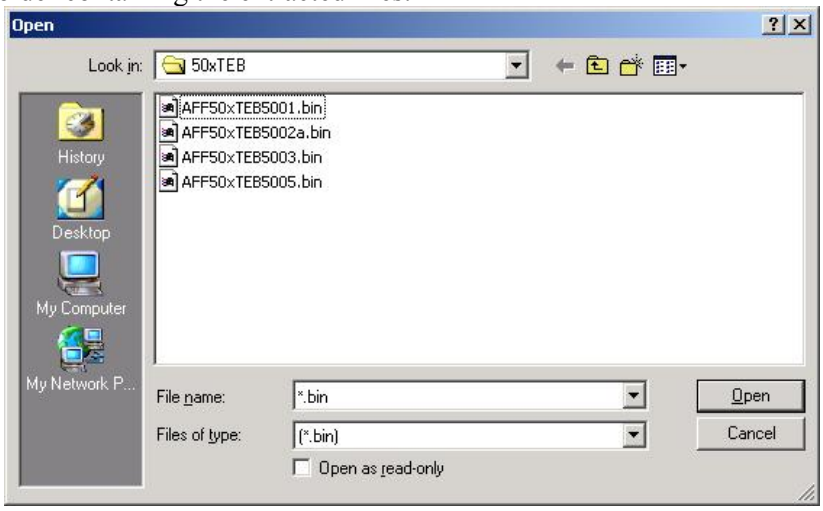
One of the biggest advantages of remote central management is having the capability to remotely update terminal firmware from a central location. eProManager provides this capability for individual terminals or for all the terminals in a group. The process is different for Windows CE, Linux, and XPe/W7 terminals. The common steps are:

1. Obtain a download link to the latest software by contacting Affirmative Technology Group Tech Support.
2. Download the new firmware file. This file will typically be in a compressed ZIP format. XPe and W7 firmware is too large for downloading; you can obtain a new XPe or W7 firmware image on a CD from Affirmative Technology Group
3. Extract the compressed files from the downloaded file into a convenient folder on any mapped drive, local or network.
4. Go to the specific section for your terminal operating system for further instructions.

Windows CE Terminals

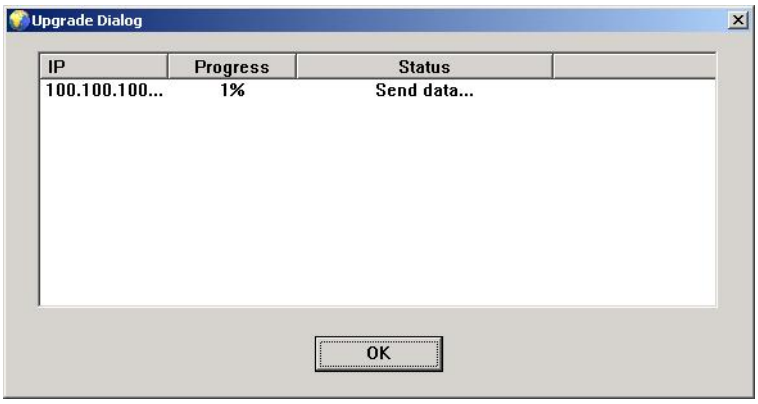
NOTE: If the upgrade steps are followed correctly, the terminal configuration should not be lost during the Update process. But, for insurance, you may want to backup the configuration, as described in Cloning or Restoring a Terminal Configuration, before executing the upgrade.
NOTE: If the target terminal has open sessions, you will not receive any warning at the ePro console. However the terminal user will receive a **Firmware Upgrade** warning.

1. Right-click on the terminal or group name to get the drop-down options menu.
2. Click on **Firmware Update**.
3. If you are upgrading a terminal you will go directly to the Open Firmware dialog box. If you are upgrading a group, you will first have to select **WinCE** from another drop-down menu.
4. Browse to the folder containing the extracted files.



You will see a list of all files with a .bin extension. Highlight the file for the desired version. NOTE: Execution of the next step will cause the terminal to be rebooted, even if there are active sessions at the terminal.

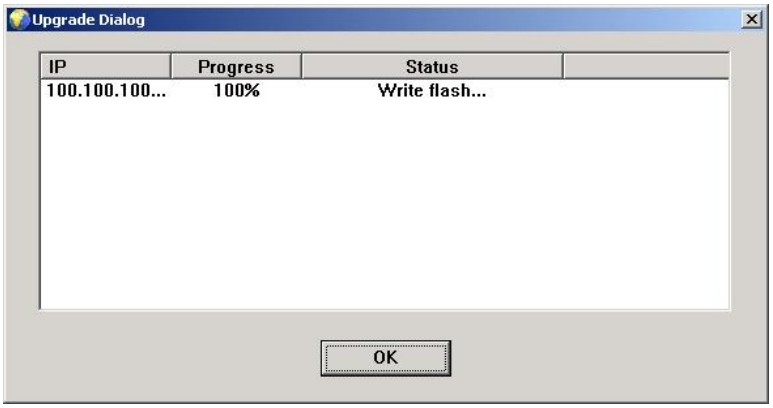
5. Click on **Open**.



Upgrade Progress Box

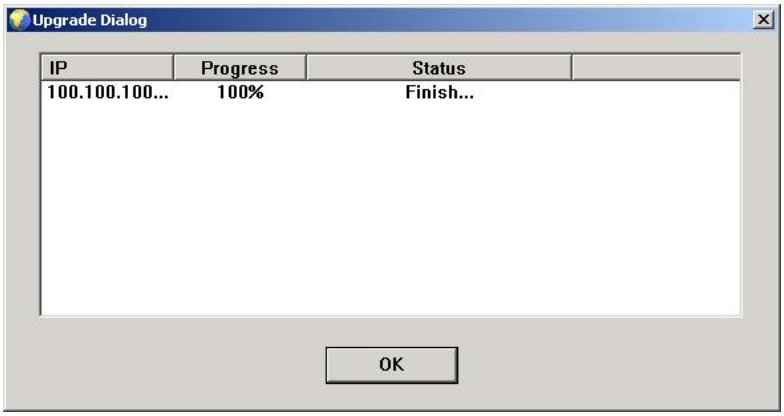
You will see this progress box while the new firmware is being transferred over the network to the terminal(s). At the terminal end, a warning will be seen about a firmware upgrade being in progress. This should give the user ample time to close any active sessions while the new firmware is being transferred. **Note:** DO NOT click on **OK**, even though this dialog box seems to be asking for your approval. If you do make the click, the upgrade will be aborted.

6. After **Progress** reads **100%**, the **Status** will change to **Write flash** while the new firmware is being written into the terminal flash.



Write flash Status

7. It will take several seconds to write into flash. After this is complete, you will see **Status** change to **Finish**. At this time, the terminal(s) will be rebooted automatically (maybe twice).



Final Status

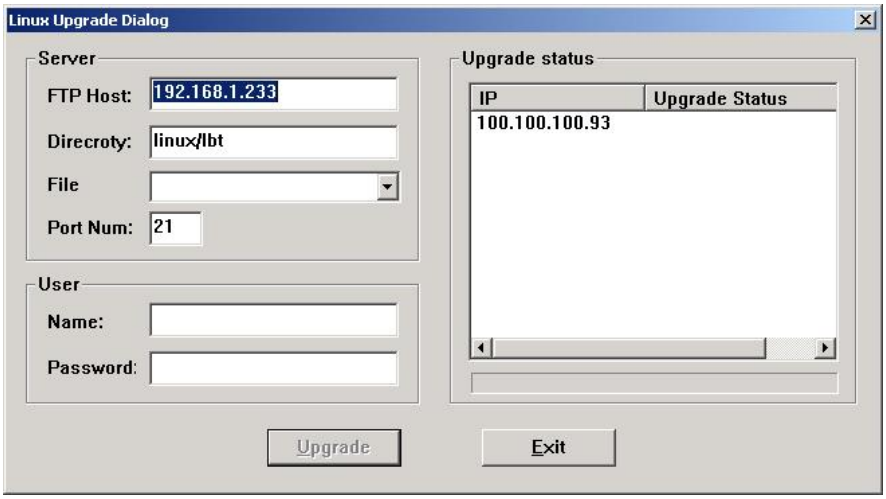
8. You can now click on **OK** to close this dialog box.
9. After the terminal has completed its bootup, it should return to the same configuration that it had before the firmware upgrade. If it does not, execute a restore as described in Cloning or Restoring a Terminal Configuration.

Linux Terminals

NOTE: The terminal configuration *will be lost* during the Update process. You may want to backup the configuration, as described in Cloning or Restoring a Terminal Configuration, before executing the upgrade.
NOTE: If the target terminal has open sessions, you will not receive any warning, nor will the terminal user.

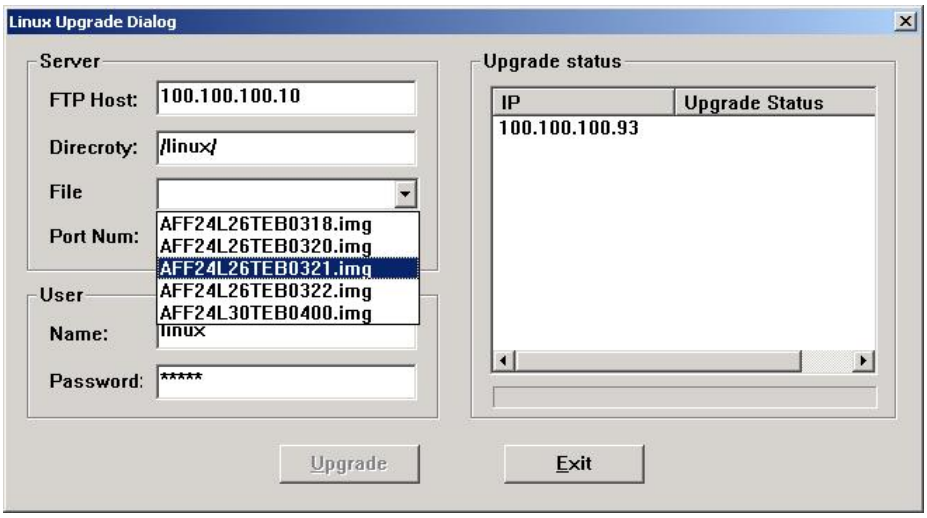
Linux upgrades use an FTP server to provide the new firmware. Therefore you must have an FTP server on the network.

1. Configure a user profile on the FTP server that points to the root directory containing the new firmware.
2. Right-click on the terminal name to get the drop-down options menu.
3. Click on **Firmware Update**.
4. If you are upgrading a terminal, you will go directly to the Linux Upgrade dialog box. If you are upgrading a group, you will first have to select **Linux** from another drop-down menu.

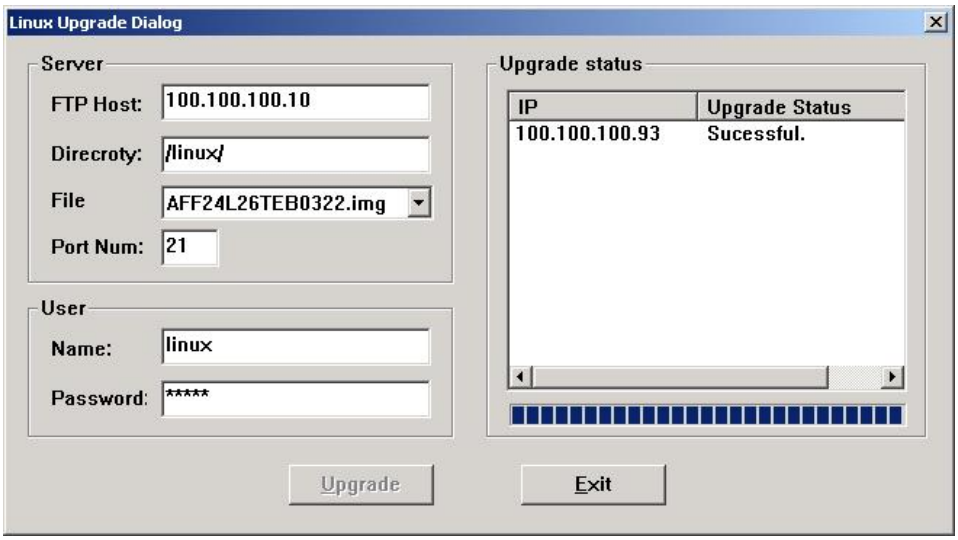


5. Fill in the FTP server details.
   - **FTP Host**. Enter the IP address of your server.
   - **Directory**. Enter the path of the directory that contains the upgrade firmware.
   - **Port Name**. This is almost always left at the default of **21**.
   - **User Name/Password**. Enter the name and password required by the FTP server.

6. If everything has been entered correctly, you can now click on the drop-down arrow at the right of the **File** field to see a list of available upgrade files in the designated directory.



7. Select a file from the list. It will appear in the **File** field and the **Upgrade** button will now be active. **NOTE: Execution of the next step will cause the terminal(s) to be rebooted immediately, even if there are active sessions at the terminal(s)**.
8. Click on **Upgrade**. You will see a status bar showing the progress of the file download to the terminal(s), and an **Upgrade Status** of **Successful** when the download is complete.



9. Although the box shows **Upgrade Status**, this may be misleading. The upgrade operation in ePro is finished, and you can **Exit** the dialog box, but the terminal(s) will be occupied for 2-3 minutes while writing the new firmware into flash memory.
10. After the firmware has been written into flash, the terminal(s) will automatically reboot.
11. You can determine when the total process is complete by executing a **Device Information** on the terminal(s). When you no longer get an error message, the terminal is available. Now you can execute a configuration restore as described in Cloning or Restoring a Terminal Configuration.

XPe and W7 Terminals

XPe terminals at a firmware level of 303 or above, and all W7 terminals, can be upgraded to higher levels using ePro. Use the Restore portion of the Cloning procedure as described in your 2xx7 YES*tation* User Guide dated September 2008 or later.

Scheduling

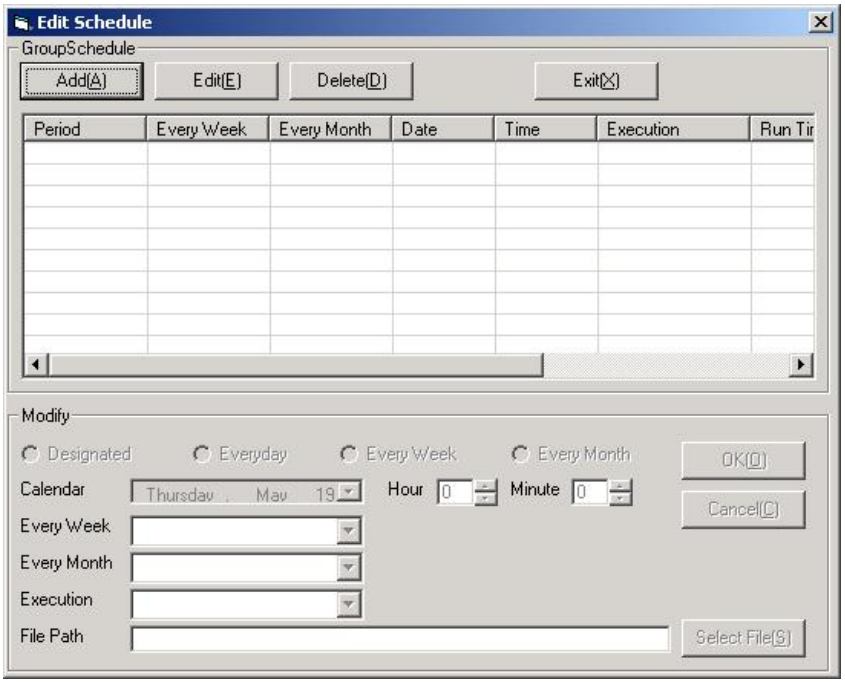
ePro provides a very flexible scheduling capability for a limited number of actions. These actions are:

- Firmware update.
- Reboot
- Shutdown
- Wakeup

Scheduling can be done for a terminal or a group. You will also see this option in the right-click menu of domains, but it has no effect there.

To add a schedule:

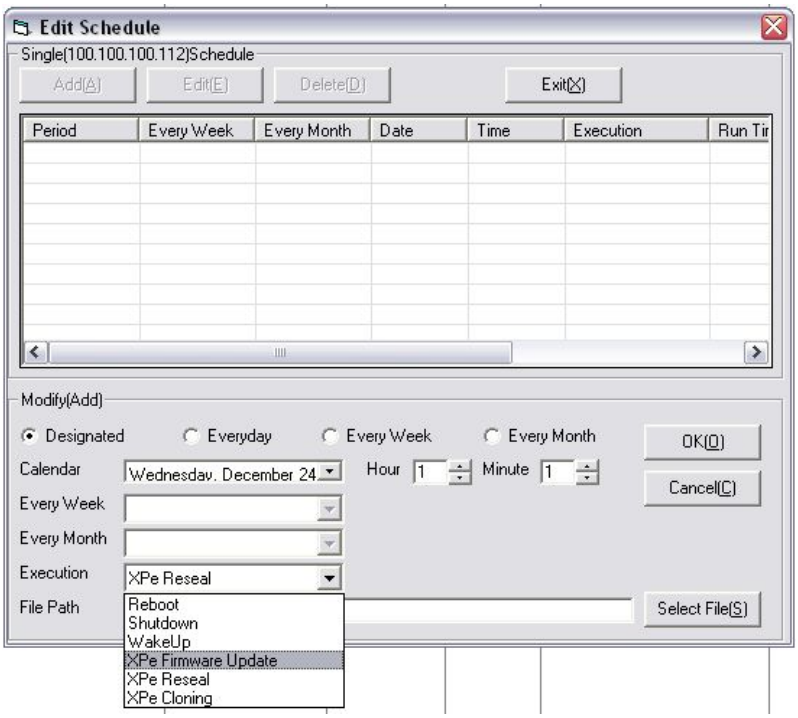
1. Highlight the target group or terminal
2. Right-click, or click on **Device** in the Menu Bar.
3. From the resulting menu, click on **Add Schedule**. You will see the Edit Schedule dialog box.



4. Click on **Add**. This will enable the Modify radio buttons.
5. Select a radio button. For a one-time event, click on **Designated**.
6. This step depends upon the selected radio button.
    1. **Every Month**. Click on the drop-down arrow at the right of this field and select a day of the month.
    2. **Every Week**. Click on the drop-down arrow at the right of this field and select a day of the week.
    3. **Designated**. Click on the drop-down arrow at the right of the **Calendar** field to see a monthly calendar. Select a month and day.
7. Use the **Hour** and **Minute** up/down arrows to specify a time based on a 24-hour clock.
8. Click on the drop-down arrow at the right of the **Execution** field and select one of the possible actions.
9. If you chose a firmware update, go to Step 10. Otherwise, skip to Step 11.

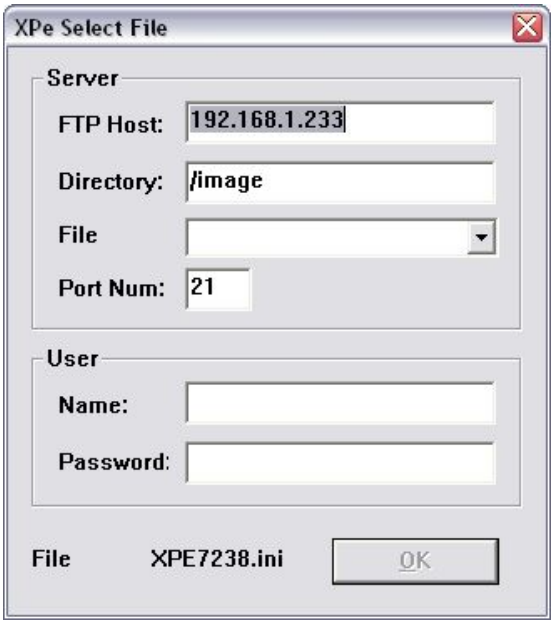
10. This step varies for CE, Linux, and XPe upgrades.
    - **CE.**
        a. Click on the **Select Files** button and browse to the desired **.bin** firmware upgrade file.
        b. Select and **Open** the desired file, and it, and its path, will appear in the **File Path** field.
    - **Linux**.
        a. Click on the **Select Files** button, and you will see the Linux Select File dialog box.

        b. You might notice that this box is very similar to the Linux Upgrade dialog box used when doing a standard Linux upgrade. Follow the instructions given in Upgrading Terminal Firmware|Linux Terminals.
        c. Notice the file name, **LINUX2053.ini** in this example, at the bottom of the box. When you are finished entering all the information in the box, click on **OK**, and this file name will appear in the **File Path** field of the Edit Schedule dialog box. This file is stored in the **c:\Program Files\eProManager** folder, and is used at the scheduled upgrade time to direct the correct FTP upgrade operation. **NOTE: The FTP server must be available at the scheduled upgrade time**.
    - **XPe/W7.** The Execution lists for XPe and W7 show several options.



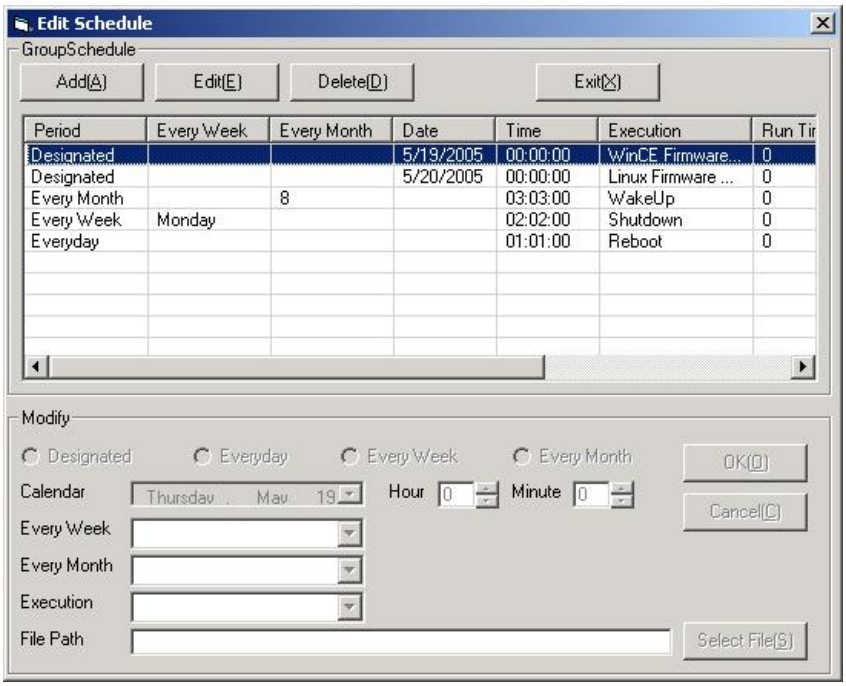
However, only **XPe Firmware Update** is operational at this time. The procedure is as follows:

a. Select **XPe Firmware Update**.
b. Click on **Select Files**, and you will see the XPe Select File dialog box.

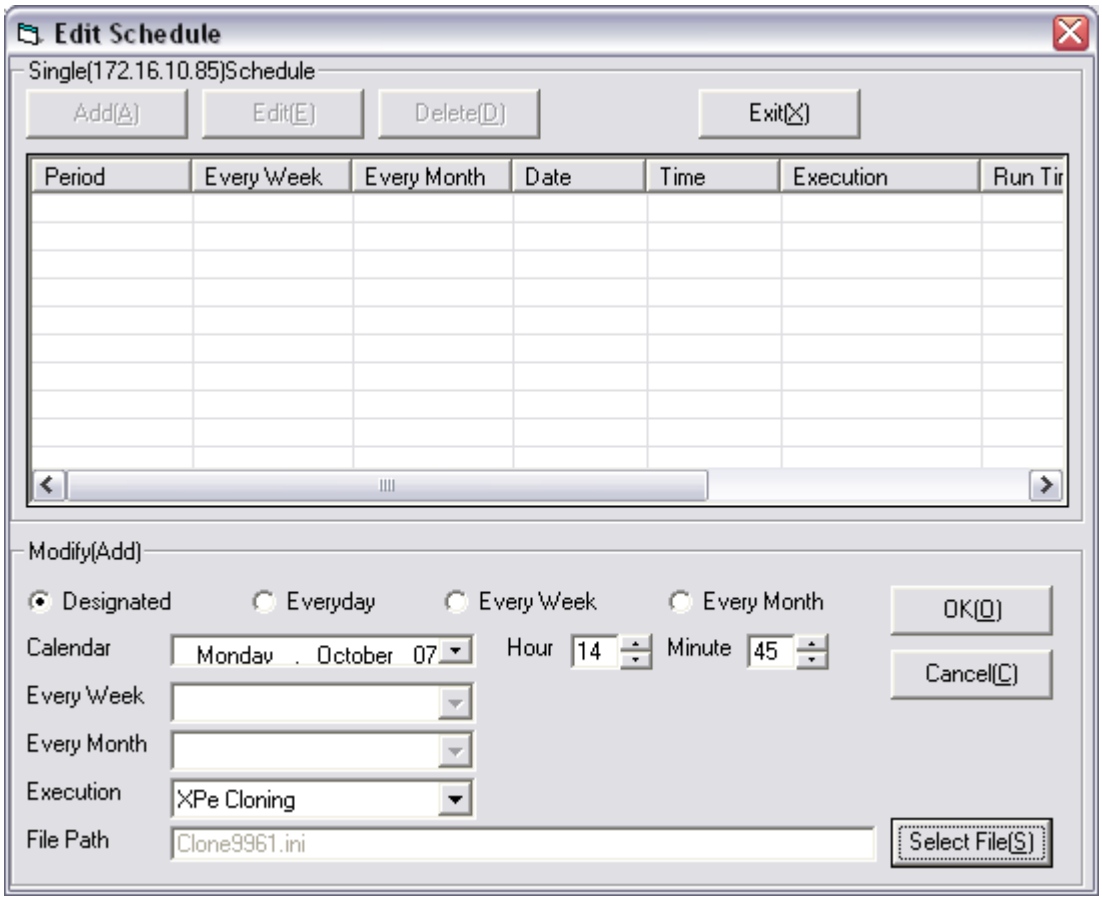


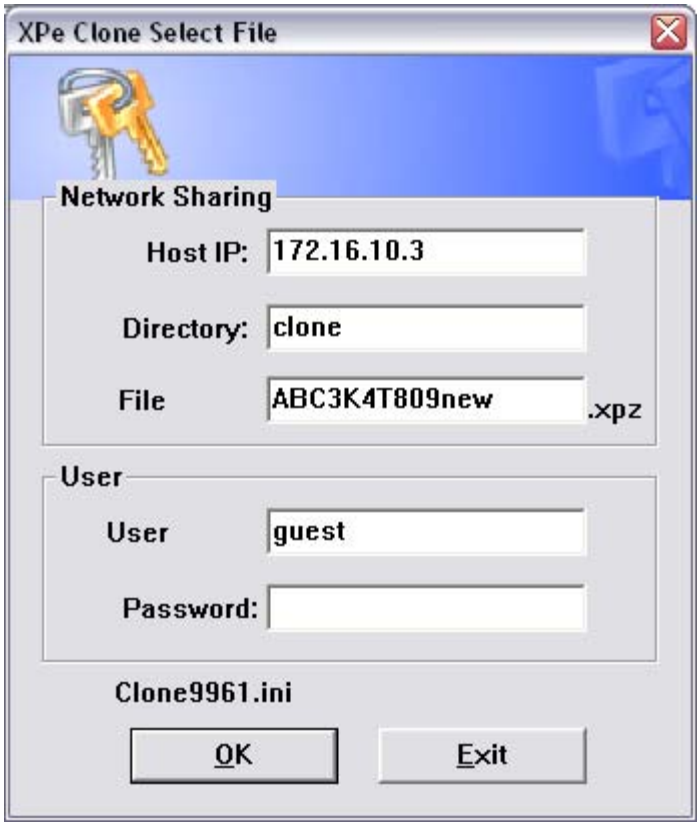
c. Enter the information for your FTP server that contains the desired upgrade file, and click on **OK**. Notice the file name, **XPe7238.ini**, in this example, at the bottom of the box. This file name will appear in the **File Path** field of the Edit Schedule dialog box. This file is stored in the **c:\Program Files\eProManager** folder, and is used at the scheduled upgrade time to direct the correct FTP upgrade operation. **NOTE: The FTP server must be available at the scheduled upgrade time**.

Whenever you complete defining a scheduled operation, the details will appear in the large status box at the top half of the dialog box. An example is shown here.



When the scheduled action is executed, status will be shown under the **Run Time** and **Status** columns. Note that actions executed on a terminal as part of a scheduled Group action will not be displayed in the individual terminal-schedule action status.


Edit Schedule
Single(172.16.10.85)Schedule
Add(A)
Edit(E)
Delete(D)
Exit(X)
Period
Every Week
Every Month
Date
Time
Execution
Run Tir
Modify(Add)
Designated
Everyday
Every Week
Every Month
OK(O)
Calendar
Monday . October 07
Hour
14
Minute
45
Cancel(C)
Every Week
Every Month
Execution
XPe Cloning
File Path
Clone9961.ini
Select File(S)


XPe Clone Select File
Network Sharing
Host IP:
172.16.10.3
Directory:
clone
File
ABC3K4T809new
.xpz
User
User
guest
Password:
Clone9961.ini
OK
Exit

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Operation

Right-Click Action Lists

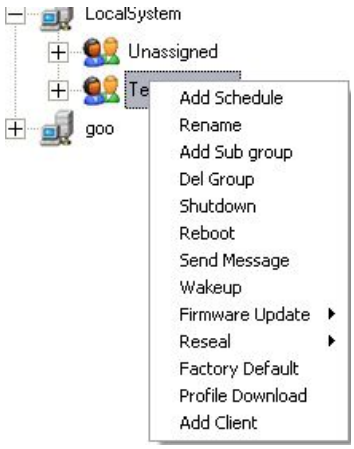
Domains, groups, terminals, and connections have drop-down action lists that can be accessed by right-clicking on the entity. Most actions can be initiated from these drop-down lists by clicking on the action. If you see a right arrow to the right of any action, it means there are sub-actions that can be accessed by placing the cursor on the action.

Domains

Domain Action List

- **Rename**. Click here to rename the domain.
- **Add Schedule**. See Scheduling.
- **Add Domain**. See Configuration|Domains|Adding a Domain.
- **Del Domain**. Click here to delete the domain. You will be asked to confirm your decision.
- **Add Group**. See Configuration|Groups|Adding a Group.
- **Set IP Range**. See Configuration|Domains|Adding a Domain.

Groups

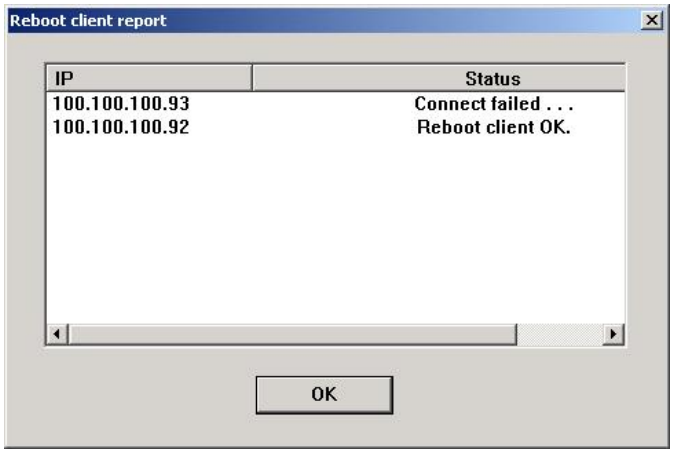


Group Actions List

- **Add Schedule**. See Scheduling.
- **Rename**. Click here to rename the group.
- **Add sub group**. You can have groups within groups. The same configuration options apply for a sub-group as for a group. See Configuration|Groups|Adding a Group.
- **Del Group**. Click here to delete the group. You will be asked to confirm your action. When you delete the group, the terminals in the group are still seen in the domain list of terminals, but they are not returned to the **Unassigned** group.
- **Shutdown**. Click here to shutdown all the active terminals in the group. You will be asked to confirm your action. When you confirm, the CE terminals in the group will receive a warning that the terminal will shut down in ten seconds, but Linux terminals will not receive any warning. You will also see a status box in ePro.

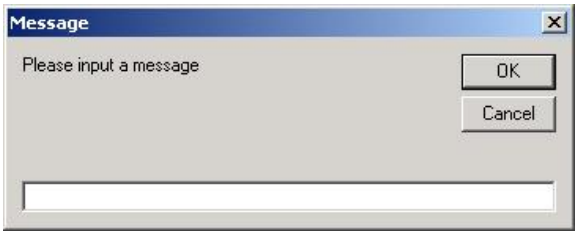
Shutdown Status Box

- **Reboot**. Click here to reboot all the active terminals in the group. You will be asked to confirm your action. When you confirm, the CE terminals in the group will receive a warning that the terminal will shut down in ten seconds, but Linux terminals will not receive any warning. You will also see a status box in ePro.



Reboot Status Box

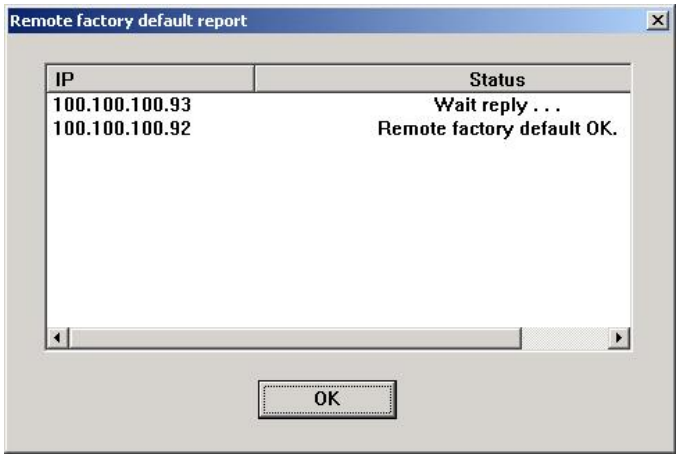
- **Send Message**. You can send a message to all the active terminals in the group. Click here to open the Message dialog box



Message Dialog Box

Enter your message and click on **OK**. After several seconds, your message will display at the terminals. The message will display for only ten seconds, so make your messages brief.

- **Wakeup**. Click here to start up all the inactive terminals in the group. You will be asked to confirm your action.
- **Firmware Update**. Click here to update firmware in the group terminals. You will be given the choice of updating the Windows CE, XPe (firmware levels 303-403), or the Linux terminals in the group. See Updating Terminal Firmware for more information.
- **Reseal**. This is an update method used for all W7 terminals and for XPe terminals at firmware levels 404 and above. See Updating Terminal Firmware for more information.
- **Factory Default**. Click here to reset all the group terminals to factory defaults. You will be asked to confirm your action. When you confirm, the CE terminals in the group will receive a warning that the terminal will be rebooted in ten seconds, but they will *not be warned* that they are being reset to factory defaults. Linux terminals will receive no warning of any sort. You will also see a status box in ePro. This action is not applicable for XPe and W7 terminals



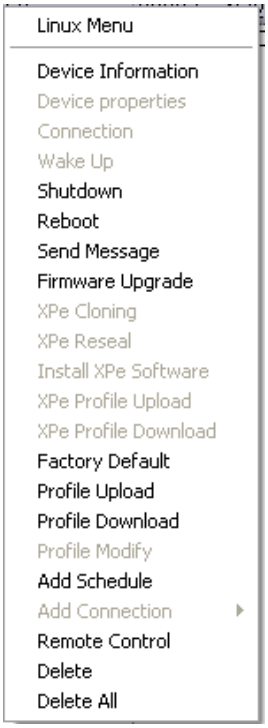
Reset Status Box

- **Profile Download**. Click here to download a profile to all the group terminals. You will be asked to confirm your action. See Configuration|Terminals|Cloning or Restoring a Terminal Configuration|Profile Download for more information. If you have both Linux and Windows CE terminals in the group, ePro will attempt to download to all the terminals, but a profile generated on a Windows CE.net terminal will evoke a **Profile Header Error** message from a Linux terminal, and vice versa.. No harm is done, however. This action is not applicable for XPe and W7 terminals.
- **Add Client**. Click here to add a terminal to the group, if drag and drop cannot be done. See Configuration|Groups|Populating A Domain/Group/SubGroup for more information.

Terminals

The action list is identical for all.terminals, although each type will have its own active actions with several of the actions grayed out since they are not available for that type.

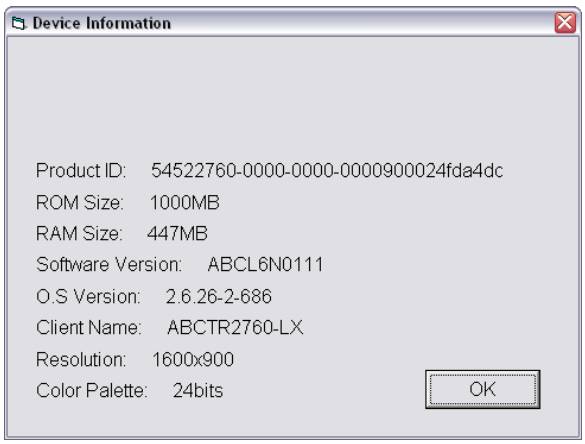
Windows CE Terminal Action List



Linux Terminal Action List

XPe Terminal Action List

- **Device Information**.
  - **Windows CE**. Clicking on this action causes ePro to establish Remote Control with the target terminal, opening a window into the target Control Panel. You can then open the System applet to get the device information.
  - **Linux/XPe/W7**. Click to upload the following information window.

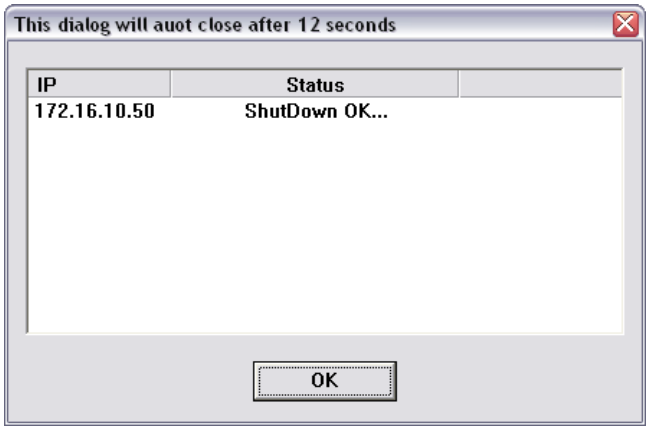


LinuxXPe/W7 Device Information Window

- **Device Properties**.
  - **Windows CE**. Clicking on this action causes ePro to establish Remote Control with the target terminal, opening a window into the target Control Panel. You can then open any of the applets in order to view or modify the terminal properties.
  - **Linux**. N/A. You will have to Remote Control into the Control Center in order to work with the terminal device properties.
  - **XPe/W7**. Click here to upload a limited set of Control Panel applets from the terminal. The number of configuration utilities available in this screen is quite small compared to a local Control Panel. Also, the available parameters within each utility are limited compared to a local Control Panel. But you can do some useful things here, and several utilities here (EWF, Ram Disk, Outlook Express

Maintenance) have no equivalent in the local Control Panel. See Configuration|Terminals|Modifying a Terminal Configuration|XPe and W7 Terminals for more information.

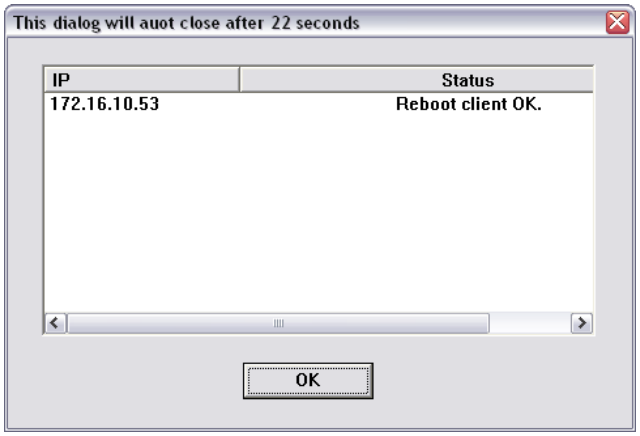
- **Connection**
  - **Windows CE**. Click here to see a Connections Settings window showing all of the current connections configured for this terminal. You can add or edit a connection from this window. See Configuration|Terminals|Adding a Terminal Connection for more information.
  - **Linux**. N/A You will have to Remote Control into the Connection Manager in order to work with the terminal connections.
  - **XPe/W7**. N/A You will have to Remote Control into the Desktop in order to work with the terminal connections.
- **Wake Up**. This option will be grayed out if the terminal is already active. Click here to power up the terminal. You will be asked to confirm your decision.
  Note: Although this option shows as active in a Linux action list, Wake Up does not work here.
- **Shutdown**. This option will be grayed out if the terminal is not active. Click here to shutdown the terminal. You will be asked to confirm your decision. When you confirm, CE terminals will receive a warning that the terminal will shut down in ten seconds, but Linux terminals will not receive any warning. Then you will see this status window.



Shutdown Status Window

You do not have to click on **OK**. The window will automatically close after several seconds.

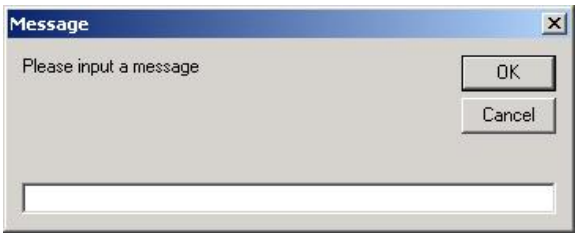
- **Reboot**. This option will be grayed out if the terminal is not active. Click here to reboot the terminal. You will be asked to confirm your decision. When you confirm, CE terminals will receive a warning that the terminal will shut down in ten seconds, but Linux terminals will not receive any warning. Then you will see this status window.



Reboot Status Window

You do not have to click on **OK**. The window will automatically close after several seconds.

- **Send Message**. This option will be grayed out if the terminal is not active. Click here to send a message to the terminal. You will see this dialog box



Message Dialog Box

  Enter your message and click on **OK**. After several seconds, your message will display at the terminals. The message will display for only ten seconds, so make your messages brief.
- **Firmware Upgrade**. This option will be grayed out if the terminal is not active. Click here to update the terminal firmware. See Updating Terminal Firmware for more information.
- **XPe Cloning/Reseal**. Please see your 2xx7 YES*tation* User Guide, dated September 2008 or later, for details on the cloning and resealing procedures.
- **Install XPe Software**. This action is not available.
- **XPe Profile Upload/Download**. These actions are not available.
- **Factory Default** (N/A for XPe/W7 terminals). Click here to reset the terminal to factory defaults. You will be asked to confirm your action. When you confirm, you will also see a status box in ePro.
  - **Windows CE**. The terminal user will receive a warning that the terminal will be rebooted in ten seconds, but he will *not* be warned that it is being reset to factory defaults.
  - **Linux**. The terminal user will *not* receive any warning.
- **Profile Upload** (N/A for XPe/W7 terminals). Click here to upload the terminal profile for cloning or restoration purposes. See Configuration|Terminals|Cloning or Restoring a Terminal Configuration for more information.
- **Profile Download** (N/A for XPe/W7 terminals). Click here to download a profile to this terminal. See Configuration|Terminals|Cloning or Restoring a Terminal Configuration for more information.
- **Profile Modify**. This option is permanently grayed out for all terminals.
- **Add Schedule**. Click here to schedule one of a limited set of actions for the terminal. See Scheduling for more information.
- **Add Connection** (Windows CE only). Click here to add a connection to the terminal. See Configuration|Terminals|Adding a Terminal Connection.
- **Delete**. Click here to delete the terminal from the group list. You will be asked to confirm your action. When you delete the terminal, it is still seen in the domain list of terminals, but it is not returned to the **Unassigned** group. To put it back into the **Unassigned** group, you have to delete it from the domain list and then do a **SearchNew** from the Tool bar.
- **Delete All**. Click here to delete all the terminals in this group. You will be asked to confirm your action. When you delete the terminals, they are still seen in the domain list of terminals, but they are not returned to the **Unassigned** group. To put them back into the **Unassigned** group, you have to delete them from the domain list and then do a **SearchNew** from the Tool bar.

Remote Control

This is one of the most useful options in ePro, especially on CE and XPe terminals.

- **Windows CE/XPe**. When you click on **Remote Control**, you will see the same screen as the local terminal user, and you can control the terminal in exactly the same way as the local user. If the local user is also trying to exercise control, your keyboard/mouse actions will be interlaced with those of the local user, causing some strange results. If you are shadowing only, without controlling the keyboard or mouse, a local CE user will see noticeable lag in the mouse cursor movements.
- **Linux**. Remote Control of a Linux terminal requires some initial setup:
  1. On the terminal, go to **Control Center|System|VNC Server**.

2. **VNC Server** must be **Enabled**. That is the default condition.
3. Enter a non-blank password in **VNC server password**, and click on **Set**.
4. Now you can click on **Remote Control** in the right-click terminal menu.
5. In the resulting window, enter the password that you established in Step 3

Menu Bar

The Menu Bar at the upper left corner of the eProManager window provides another way to access many of the eProManager options. Some options can only be accessed through the Menu Bar.

Menu Bar

Highlight the entity of interest and then open the appropriate menu in the Menu Bar.

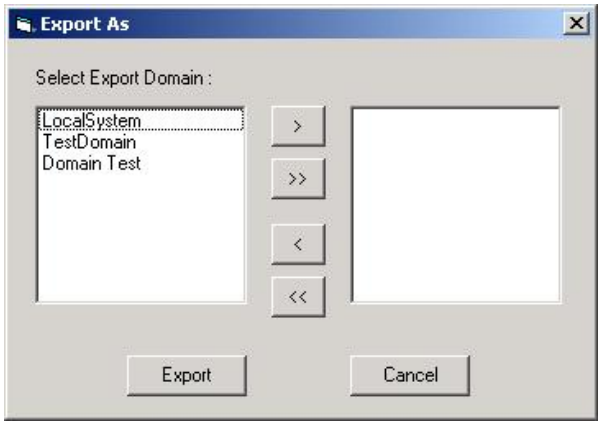
File

File Menu

- **Add Domain**. You can exercise this option from any entity level, but the domain will always be added at the highest level of the hierarchy tree. See Configuration|Domains for information on using this option.
- **Add Group**. You can exercise this option from either a domain or a group. See Configuration|Groups for information on using this option.

Export Device List

If you update or reinstall your ePro software, you will lose all the domain, group, and terminal information that you have accumulated. In order to avoid a tedious reconfiguration, you can export this information to a file, and then import it later. When you click on this option, you will first be asked to choose a destination folder and name the export file. Then you will see the Export As dialog box.

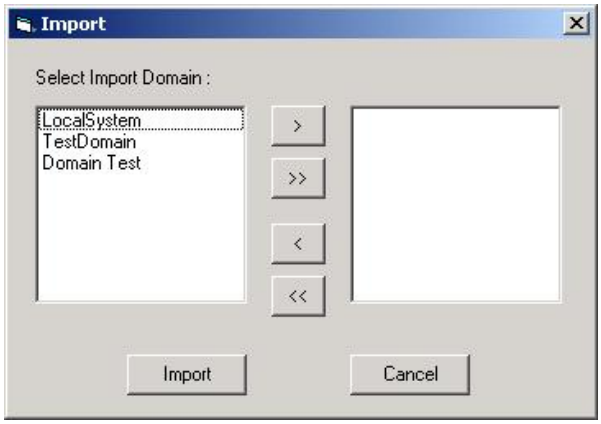


Export As Dialog Box

In the left pane of this dialog box, you will see a list of the available domains. Highlight a domain and click on > to move the domain name into the right pane, or click on >> to move all domains into the right pane. When you click on **Export**, the configurations of the domains in the right pane will be included in the export file.

Import Device List

Select this option to import a device list that was previously exported (see Export Device List above). You will first be asked to browse to an export file. Then you will see the Import dialog box.



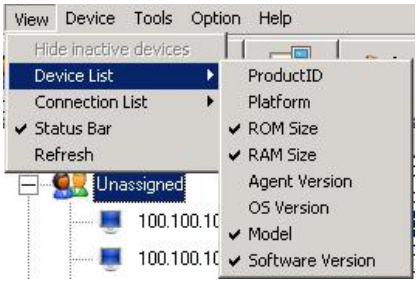
Import Dialog Box

Highlight a domain and click on > to move the domain name into the right pane, or click on >> to move all domains into the right pane. When you click on **Import**, the configurations of the domains in the right pane will be merged into your current device list. .

View

View Menu

- **Hide inactive devices**. When you do a domain Refresh, some of the terminals may show as **Inactive** and you can do very little with these terminals other than to execute a Wake Up. If you want to temporarily hide them from your view, execute this option. This is a toggle function, so click on this option again to restore the inactive devices to your view.
- **Device List**. This selection allows you to select the type of terminal information displayed in the right pane. Some information columns are obligatory, but you can choose to display or hide many of the columns from the following list.



Terminal Information Display List

- **Connection List**. This selection appears to allow you to select the type of connection information displayed in the right pane. But it has no effect; you will always see Type, Startup, and Status in the Connection window.

Connection Information Display List

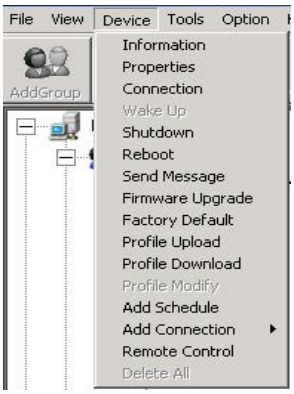
Fortunately, there is probably little reason to change from the defaults, since there is ample room on a monitor screen to display all of the information columns.

- **Status Bar**. This selection allows you to display or hide a status bar at the bottom of the ePro window. The bar will display the status of the entity that is highlighted in the left pane. For domains and groups, the bar will show the total number of terminals in the entity as well as the numbers of active and inactive terminals, as shown here.

Group Status Bar

- **Refresh**. This selection will check the **Active/Inactive** status of all the terminals in a highlighted domain or group. Depending upon the state of the Fast Refresh option (see Menu Bar|Option), it may update the terminal data shown in the right-hand pane.

Device

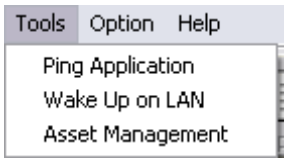


Device Menu

The Device menu is only valid for terminals. If you highlight a domain and then open the menu, you will see that all the actions are grayed out. If you highlight a group and then open the menu, the actions will be those of the highlighted device in the right-hand pane.

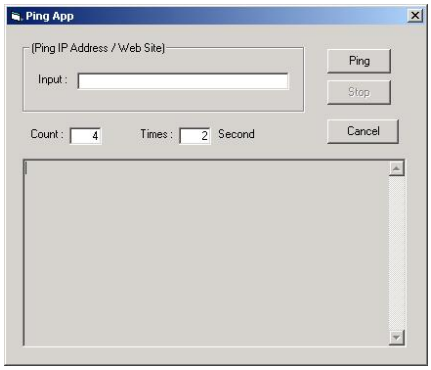
A comparison of the Device menu to a terminal right-click action list shows that the available actions are identical except for the absence of **Delete** in the Device menu. See Operation|Right-Click Action Lists|Terminals for more information on these actions.

Tools



Tools Menu

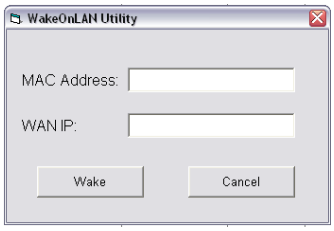
- **Ping Application**. This is another instance of the well-known ping utility.



Ping Dialog Box

Enter an IP address (urls don't work), click on **Ping**, and look for the response in the lower field. You can ping any address in the world; you are not restricted to terminals on your network.

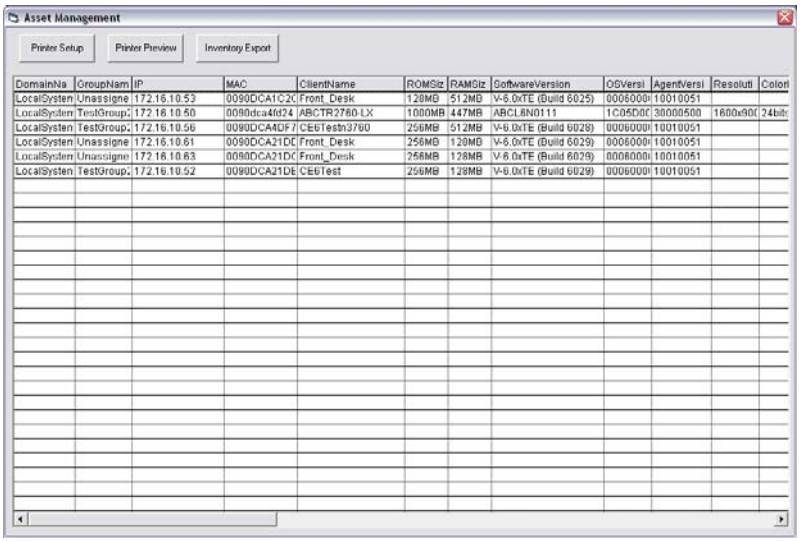
- **Wake Up on LAN**. This tool allows you to power up any WOL-capable device on your local network, providing you know its MAC address. Although the **WAN IP** field appears to be an input field, it isn't; inputs are not allowed. If the MAC address is already in the ePro list of terminals, the corresponding IP address will be displayed here.



Wake Up on LAN Dialog Box

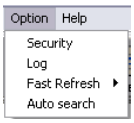
For YES*tation* terminals that have already been discovered by ePro, it is easier to use the **Wake Up** action in the terminal action list, but this tool is not restricted to YES*tations*. It will work with any device that has a WOL feature.

- **Asset Management**. This tool provides a quick, printable picture of attributes for all the terminals in the ePro database. You can also click on the **Inventory Export** to save this information in an **.XLS** file for later viewing or printing. But if you want to later import this information into a new installation of ePro, you must use the **Export Device List/Import Device List** options of the **File** menu.



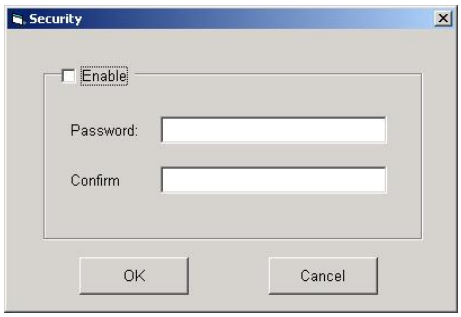
Asset Management Information Screen

Option



Option Menu

- **Security**. This option allows you to invoke password security for ePro access. When you click here, you will open the Security dialog box.



Security Dialog Box

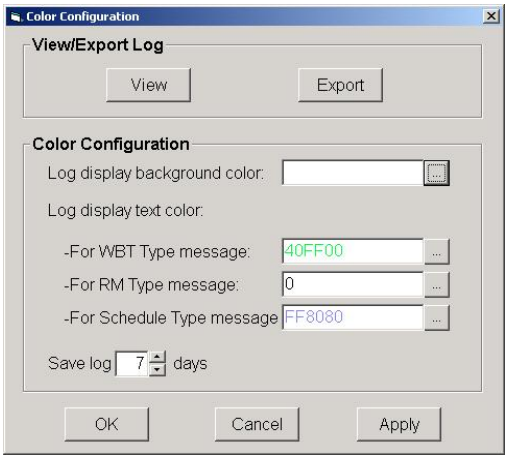
Select **Enable**, set up a password, and **OK** out. Subsequently when you open ePro, you will not be able to gain access without entering your password. So don't forget it, or else you will have to uninstall and reinstall the ePro software.

- **Fast Refresh**. The default refresh executes a ping and, if the device is found, updates the data seen in the right-hand pane.

Fast Refresh Sub-Menu

If you open the Fast Refresh sub-menu, you can elect to ping only, which will speed up the refresh, but only update the **Active/Inactive** status. In this sub-menu, your current refresh election is grayed out so you can only change to the alternate.

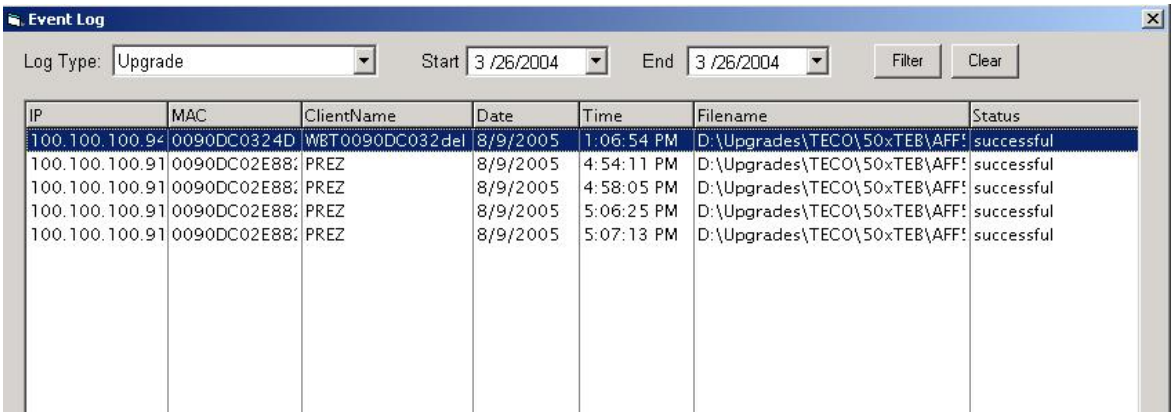
- **Log.** ePro keeps a log of upgrades and events, and this option allows you to configure and view the log. When you select this option, you will see the Color Configuration dialog box.



- **Color Configuration Dialog Box**

  - **Log display background color**. You can choose the log background color from a drop-down color palette.

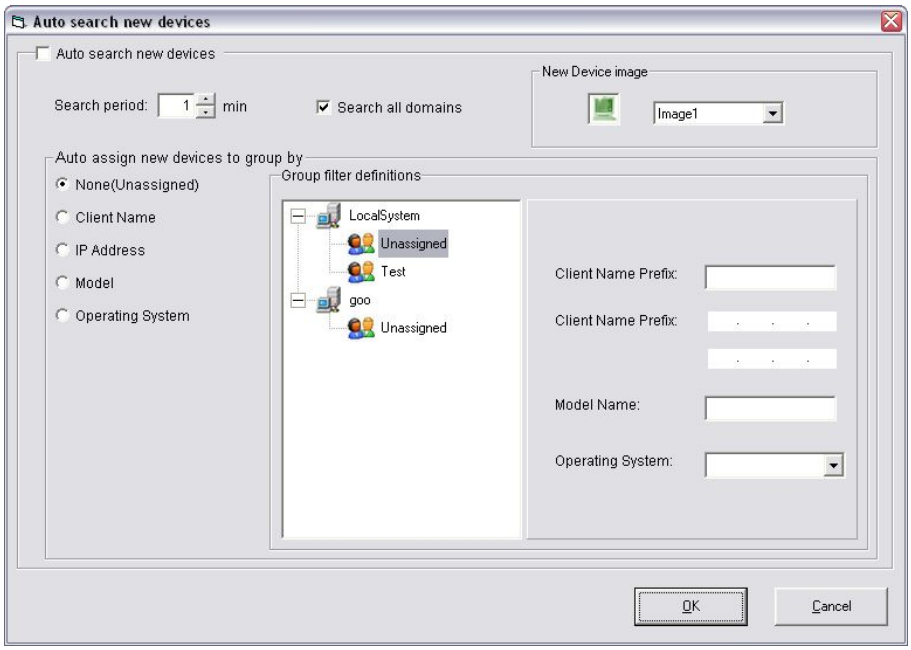
- **Log display text color.** You can select different colors for different types of log messages, allowing you to quickly visually sort the messages of interest.
- **Save log**. x **days**. Choose the length of time to save the log entries.
- **Export**. Click here to save the log file. You will be asked to browse to a folder and name the file.
- **View**. Click here to view the current log.



Upgrade Log

- **Log Type**. You can view **Events** or **Upgrades**, depending upon your choice here.
- **Start/End**. If you are interested in only a certain time period, enter the dates here.
- **Filter**. Click here to see only the entries in the Start/End time period.
- **Clear**. Click here to erase all entries in this portion of the log. **Be careful**; you don't get a chance to recant.

- **Auto Search.** This new feature is especially useful in large terminal networks with frequent changes. ePro can be configured to automatically search the network, or specified pieces of the network, to look for newly-added terminals. Click on this option to see the Auto Search dialog box.

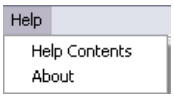


Auto Search Dialog Box

- **Auto search new devices.** Select this box to enable the Auto Search feature.
- **Search period.** Set the search interval of 1-120 minutes here.
- **Search all domains.** The Local System (local sub-net) domain is always searched. If you have multiple domains, check this box to search all of the domains. If the box is not checked, only the Local System will be searched.

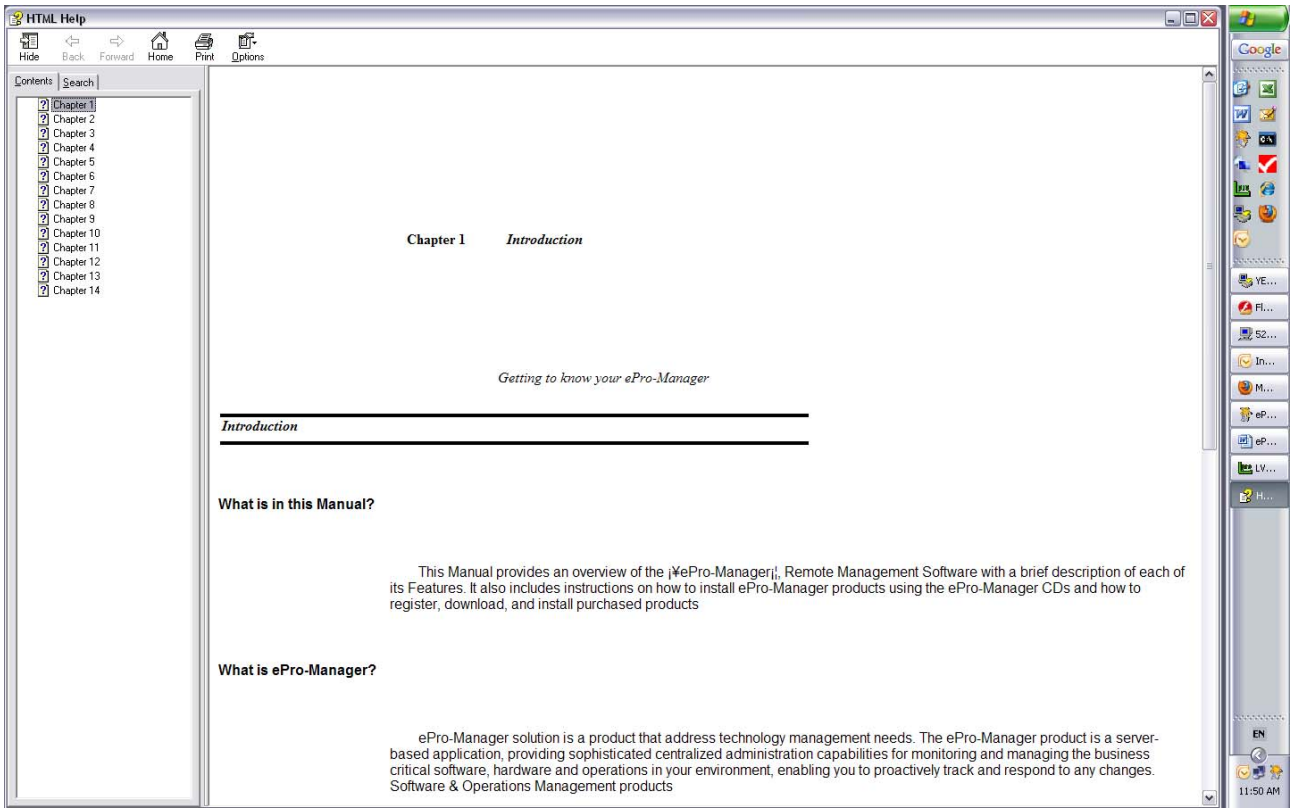
- **New Device image.** Select one of five icons to identify newly-found devices. The icon will stay associated with the new devices until the next search, at which time the standard icon for that OS will be seen.
- **Auto assign…**. The intent here is to conduct selective searches based upon one of four different criteria. However, this portion of Auto Search does not work. *You must select the* ***None(Unassigned)*** *button* for Auto Search to work.

Help



Help Menu

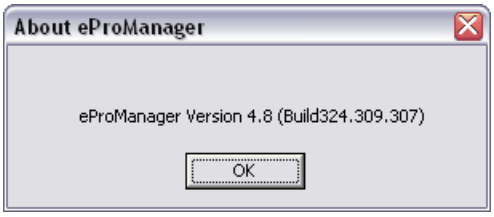
- **Help Contents**. Click here to see some ePro information from a different point of view, since it was written by a different author. You will see an Internet Explorer format.



Help Contents Opening Page

Click on the chapter headings in the left-hand pane to jump to that chapter.
Note: If you find discrepancies between Help Contents and this User Guide, I suggest you follow the User Guide.

- **About**. Click here to open an information box showing the eProManager software version and build.



eProManager Information Box

Button Bar

The Button Bar provides one-click access to several common actions or options.

Button Bar

Depending upon the highlighted entity, some of these buttons may be grayed out because the functions do not apply to that entity.

- **Add Group**. Highlight a domain or group and then click on this button. You can then add a group as described in Configuration|Groups.
- **SearchNew**. Highlight a domain or a group under a domain and then click on this button. ePro will search for all new terminals in that domain and list any new ones in the Unassigned group for that domain.
- **Refresh**. Highlight a domain, group, or terminal and then click on this button. A refresh action will occur as described in Menu Bar|View|Refresh.
- **Properties**. This button is only active when a terminal is highlighted. Click on this button to display the properties of that terminal as described in Right-Click Action Lists|Terminals|Device Properties.
- **Flash**. This button is only active when a terminal is highlighted. Click on this button to initiate the firmware update for that terminal as described in Updating Terminal Firmware.
- **Connection**. Highlight a terminal, and then click on this button. You will see a list of connections for that terminal as described Right-Click Action Lists|Terminals|Connection.
- **RemoteCtrl**. Highlight a terminal, and then click on this button. You can then remotely control or shadow this terminal as described in Right-Click Action Lists|Terminals|Remote Control.
- **Hide**. When you do a domain Refresh, some of the terminals may show as **Inactive** and you can do very little with these terminals other than to execute a Wake Up. If you want to temporarily hide them from your view, click on this button from anywhere in the domain. This is a toggle function, so click on this option again to restore the inactive devices to your view.
- **About**. Click on this button to open an information box showing the eProManager software version and build.

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Support

Affirmative Technology Group offers Technical Support services for all the Affirmative products. You can access Affirmative Technical Support in any of the following ways:

- via Phone
  - 602-437-1220
  - 855-437-1220
- via Fax
  - 602-437-1320
- via E-mail
  - support@affirmativetg.com