
NEC PowerMate® ES Series Release Notes

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Applications

The system comes with the operating system preloaded. Systems that come with the option of the Microsoft® Windows® 2000 or Windows NT® operating system can be configured with either Windows 2000 or Windows NT. Once you choose the operating system, the other operating system is not available. The operating system initially installed is the only one that you can restore with the NEC OS Restore program. You cannot use the Restore program to change the operating system.

NECC-provided applications, drivers, and utilities come loaded on the hard drive. In addition, the following software ships with your system:

- NEC PowerMate® Series Application and Driver CD which supplies drivers for NEC system options and lets you reinstall software that comes on your hard drive.
- NEC PowerMate Series OS Restore CD and Master Restore diskette which provide a full system restore, in the event it becomes necessary, or only the operating system and drivers.

Depending on your system configuration, additional software might come with your system.

See your NEC PowerMate user's guide or the documentation that comes with the CDs for information about using the software that comes on these CDs.



CAUTION Before you install the Norton AntiVirus™ software, see "Installing Norton AntiVirus Software" in this document for important installation information.

System Configuration

See the following sections for system configuration information.

Configuring the System for Microsoft Internet Explorer Software

TCP/IP must be enabled before you can use Microsoft Internet Explorer software. See the following sections to enable TCP/IP.

Note On systems with the Microsoft Windows 98 operating system, the second boot of the system automatically installs TCP/IP. For systems with the Windows NT or Windows 2000 operating system, see the appropriate section that follows for your operating system.

Changing Network Settings on Systems with the Microsoft Windows NT Operating System

All systems are configured with the NetBEUI and NWLink protocols enabled. However, before you connect a system to your network you might need to:

- enable a different network protocol
- disable unneeded protocols for enhanced system performance
- add or change network, domain, and gateway information.

The following procedure describes how to disable the NetBEUI and NWLink protocols, enable TCP/IP, and provide network, domain, and gateway information. (If a different protocol is enabled, the menu choices might differ from those described in the procedure.)

1. From the Windows desktop, click **Start** on the taskbar, point to **Settings**, and click **Control Panel**.

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2. Double click the **Network** icon in the Control Panel window.
 3. Click the **Configuration** tab. In the Configuration display, the following protocols are loaded:
 - NetBEUI Protocol
 - NWLink IPXSPX-Compatible Transport
 - NWLink NetBIOS
 4. Highlight **NWLink IPXSPX-Compatible Transport** and click **Remove**. A warning window appears asking for confirmation to continue.
 5. Click **Yes**. The NWLink IPXSPX-Compatible Transport and NWLink NetBIOS lines disappear from the Configuration display.
 6. Repeat steps 4 and 5 to remove the NetBEUI Protocol.
 7. In the Configuration tab display, click **Add**. Highlight **Protocol** and click **Add**.
 8. Highlight **Microsoft** and then **TCP/IP** and click **OK**. The TCP/IP Setup window appears. If there is a DHCP server on the network, click **Yes**; otherwise click **No**.
 9. Change the path in the window to **C:\I386**. Click **Continue**. The Network window appears. If Yes was clicked in step 8, skip to step 16. If No was clicked in step 8, the Windows Setup window appears.
 10. Click **Close**. The Microsoft TCP/IP Properties Box appears.
 11. Fill in the **IP Address**, the Subnet **Mask**, and the **Default Gateway** in the “Specify an IP address” area.
 12. Click the **DNS** tab and enter the host and domain name in the DNS display.
 13. Click the **Identification** tab and change the Computer Name if appropriate.
 14. Click the **WINS** tab and enter the WINS address if appropriate.
 15. Click the **Routing** tab and enable IP forwarding if appropriate.
 16. Click **OK**. When prompted to restart the system, click **Yes**.

Changing Network Settings on Systems with the Microsoft Windows 2000 Operating System

All systems are configured with the NetBEUI and NWLink protocols enabled. However, before you connect a system to your network you might need to:

- enable a different network protocol
- disable unneeded protocols for enhanced system performance
- add or change network, domain, and gateway information.

The following procedures describe how to enable TCP/IP and how to provide network, domain, and gateway information. (If a different protocol is enabled, the menu choices might differ from those described in the procedure.)

Network Type and/or Workgroup

Use the following procedure to set up a network type and/or workgroup.

1. From the Windows desktop, click **Start** on the taskbar, point to **Settings**, and click **Network and Dial up Connections**.
2. Click the **Network Identification** hyperlink in the right window.

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3. From the System Properties box, click the **Network ID** button. The Network Identification Wizard launches.
 4. Follow the instructions to set up your network type and/or workgroup. Get this information from your system administrator.
 5. When you have completed the wizard setup, click **Finish**. At the message, "You must reboot this computer for the changes to take effect," click **OK**.
 6. At the System Properties screen, click **OK**.
 7. Click **Yes** to restart your system.

TCP/IP Setup

Use the following procedure to set up TCP/IP.

1. From the Windows desktop, click **Start** on the taskbar, point to **Settings**, and click **Network and Dial up Connections**.
2. Click **Add Network Components**.
3. From the Windows Optional Network Components Wizard, highlight "Networking Services," then click the **Details** button.
4. Check the box for "Simple TCP/IP Services." Click **OK**.
5. At the Windows Optional Networking Components Wizard, click **Next**.
6. At the instruction to insert the Disc labeled "Windows 2000," click **OK**.
7. At the Files Needed box, change the "Copy files from" information to **C:\i386**. Click **OK**.
8. Reboot your system for the changes to take effect.

TCP/IP Configuration for DNS

The Microsoft Windows 2000 operating system has an extensive Help file. Use the Windows 2000 help to set up DNS.

Reinstalling Service Pack 6a on Systems with the Windows NT Operating System

Any time you change the state of a system with the Windows NT operating system, such as when you install a new protocol, device, or service, you must reinstall Service Pack 6a. Reinstalling Service Pack 6a updates all essential files for the new system configuration. Service Pack 6a is on the NEC PowerMate Series Application and Driver CD that comes with your computer.

Use the following steps to reinstall Service Pack 6a.

1. Insert the NEC PowerMate Series Application and Driver CD into the CD-ROM drive.
2. Double click **Service Pack 6a for Windows NT**.
3. At the Windows NT setup screen, check mark the License agreement to start the installation.
4. When the installation is done, remove the Application and Driver CD. Click **Restart**.

Norton AntiVirus Software

See the following sections for information about:

- installing Norton AntiVirus™ software
- receiving a Norton AntiVirus alert when installing the Microsoft Virtual Machine program.

Installing Norton AntiVirus Software

During the installation of Norton AntiVirus software, the program prompts you to run “Live Update” when the installation completes. **Deselect the Live Update box** before the installation completes. If you leave the Live Update box checked and Live Update runs, the Norton AntiVirus software does not function. This condition also prevents you from uninstalling the program.



CAUTION Remove the check from the **Live Update** box when you install the Norton AntiVirus software. Leaving the Live Update box checked during the installation of Norton AntiVirus software prevents the functioning of the program. Do not run Live Update during the installation process.

If your system has the Microsoft Windows 98SE or Windows 2000 operating system, install the Norton AntiVirus software and then reboot your system. Run the Live Update option after you reboot the system. If you have a problem after running the Live Update, reinstall the Norton AntiVirus software. Do not run the Live Update. Reinstalling the Norton AntiVirus software overwrites the corrupt files but leaves the updated Virus data files.



CAUTION If your system has the Microsoft Windows NT operating system, do not perform a Live Update for the Norton AntiVirus software. Performing a Live Update results in a system error. This is an issue with the Norton Virus Update process. Norton is aware of this issue.

Receiving a Norton AntiVirus Alert When Installing the Microsoft Virtual Machine Program

Installing a current release of the Microsoft Virtual Machine (VM) program, such as build 3186 or 3188, generates an alert from the Norton AntiVirus 2000 software program. The alert is about a “WM.Niceday Macro Virus,” but “with a different, harmless payload macro,” in Xmlldso.cab (XML classes that ship in the Microsoft VM program).

The cause of this alert is due to a problem with the Norton AntiVirus 2000 program, not the virus definitions.

To resolve the issue, contact Symantec and inquire about the availability of a fix for this issue.

To work around the issue, click “Ignore the problem and continue” when you receive the Norton AntiVirus Alert.

For additional information, go to the Symantec Web site at
<http://service1.symantec.com/SUPPORT/nav.nsf/docid/1999102208041706>

Intel LANDesk Client Manager Issues

The following sections describe Intel® LANDesk® Client Manager issues.

Note In addition to the following issues, please review LANDesk Client Manager Software Release Notes in the Help section of LANDesk to view some of the known issues and ways to work around them.

Installing LANDesk Client Manager

When installing LANDesk Client Manager, do not select the following components:

- CMI
- Alert on LAN.

Your system does not support CMI and Alert on LAN.

Selecting the CMI and Alert on LAN components causes the system to hang at the message “New hardware found, Intel 82801AA SMBus controller Windows is installing the software for your system.” This condition requires the reinstallation of your operating system and the software that shipped on your hard drive.

Detecting Chassis Intrusion

LANDesk Client Manager does not detect chassis intrusion due to incompatibility between LANDesk Client Manager and the hardware monitoring ASIC component on the system board. If chassis intrusion in BIOS Setup is enabled and someone has tampered with the chassis, the BIOS displays the message “Your Computer Case Had Been Opened” during system bootup. To view the message, press the **Esc** key. The NEC logo bitmap closes and the message appears.

Viewing PCI Slot Information

The system board information in the inventory section of LANDesk Client Manager shows only three PCI slots instead of four PCI slots. The status of the PCI slots is always reported as unknown. This PCI reporting is due to the incompatibility between LANDesk Client Manager and the hardware monitoring ASIC component on the system board.

Displaying Contents & Indexes

See the following conditions about displaying “Contents & Indexes.”

Systems with the Microsoft Windows 98 or Windows NT Operating System

The tab descriptions for “Contents & Indexes” might not appear. This is a LANDesk Client Manager issue. We recommend that you use the user manual located on your system at **c:\programs\files\intel\wwwroot\help\enuldcmc & enuldcma**. ENULDCMC is for the Client and ENULDCMA is for the Administrator.

Systems with the Microsoft Windows 2000 Operating System

The tab descriptions for “Contents & Indexes” might not appear and the information in the Contents might not appear. Clicking on the “Exclamation Point Icon” to view the message displays the following error message:

Problems with this Web page might prevent it from being displayed properly or functioning properly

This is a LANDesk issue. We recommend that you use the user manual located on your system at **c:\programs\files\intel\wwwroot\help\enuldcmc & enuldcma**. ENULDCMC is for the Client and ENULDCMA is for the Administrator.

Updates to NEC Computers Support Service Information

Please note the following updates for the NEC Computers Inc. Web addresses and fax technical support number.

World Wide Web address:	http://www.neccomp.com
Support services Web address:	http://support.neccomp.com
Fax technical support:	801-579-1552

These updates replace the Web addresses and fax support number provided in your *NEC PowerMate® ES Series User's Guide*, *NEC PowerMate ES Series Quick Setup/Quick Reference* poster, and NEC INFO Center.

For a free copy of the limited warranty, please write to NEC Computers Inc., ATTN: Warranty Department, 2371 S. Presidents Drive, Suite A, West Valley City, Utah 84120.

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