

## How To Troubleshoot Neoware Thin Client Issues

**Q)** After the Thin Client is done being imaged when it restarts it hangs at Verifying DMI Pool Data.

**A)** You need to make sure that you are using an image file with a .dd extension and that you are using an Image file that was pulled from another Thin Client. In other words it cannot be the .dd file that you may have download from the vendor's website or that was extracted from the .exe file. It must be pulled from a Thin Client. Pull an image from another Thin Client and re-image and the issue should go away.

**Q)** When trying to boot off the Bootable USB Thumb Drive I get an error that says cannot find the Linux Kernel.

**A)** You did not copy the files out of the Disk\_Files folder to the root of the USB Drive when you made it bootable in the previous document. You will need to do this and then it will work.

**Q)** When trying to boot off the Bootable USB Thumb Drive it boots straight into Windows (**Part 1**).

**A)** The Flash Drive that you are using does not have the correct MBR (Master Boot Record) on it. To fix this issue go to the following link <http://www.themooressite.com/tech/Thin%20Clients/neoware.html> and download the article called "Bootable USB Flash Drive (Creating "Master Boot Record") For USB Drive".

**Q)** When trying to boot off the Bootable USB Thumb Drive it boots straight into Windows (**Part 2**).

**A)** The Thin Client either is not compatible with USB Boot devices or you do not have it set to boot off of USB devices. To do this make sure the Thin Client is turned off and hold down the Del Key and press the Power Button while Continuing to hold down the Del Key. Hold this key down until you are in the Bios and then Release It. **Note: Due to different models and Bios ver. you may either have to hold the F1, F2, or Del key.** You will now need to find the Boot Order and make sure that the first boot device is the USB-HDD. **Note: Depending on the ver. of your Bios it may be called something else such as USB, Other, USB-HDD, etc....** Now make sure the

USB Thumb Drive is inserted into the Thin Client and Save Changes and Exit the bios. The Thin Client will automatically reboot and should now boot off the Thumb Drive.