

# README openthinclient Virtual Appliance

- [Welcome to the openthinclient Virtual Appliance](#)
- [Administration of the Host System](#)
  - [Default user credentials](#)
  - [Root Privileges via sudo](#)
  - [Change the user password \(optional\)](#)
  - [Change the root password \(optional\)](#)
- [openthinclient software user credentials](#)
  - [Default password of the openthinclient Manager](#)
  - [Change the password of the openthinclient Manager](#)
- [Appliance Desktop after Login](#)
  - [Desktop application icons](#)
- [Getting help and documentation](#)
  - [Known issues](#)
    - [Issue: VMware ESXi: Freeze or black screen for Appliance when adjusting the screen resolution to greater than 800 \\* 600](#)
  - [Study our documentation](#)
  - [Search our FAQ](#)
  - [Hardware and professional services](#)

## Welcome to the openthinclient Virtual Appliance

This information is for the openthinclient appliance with our pre-installed openthinclient solution.

It consists of a Linux based operating system along with a comprehensive Java based management GUI and server component.

## Administration of the Host System

### Default user credentials

To login into the **openthinclient Virtual Appliance** you need to enter the following username and password:

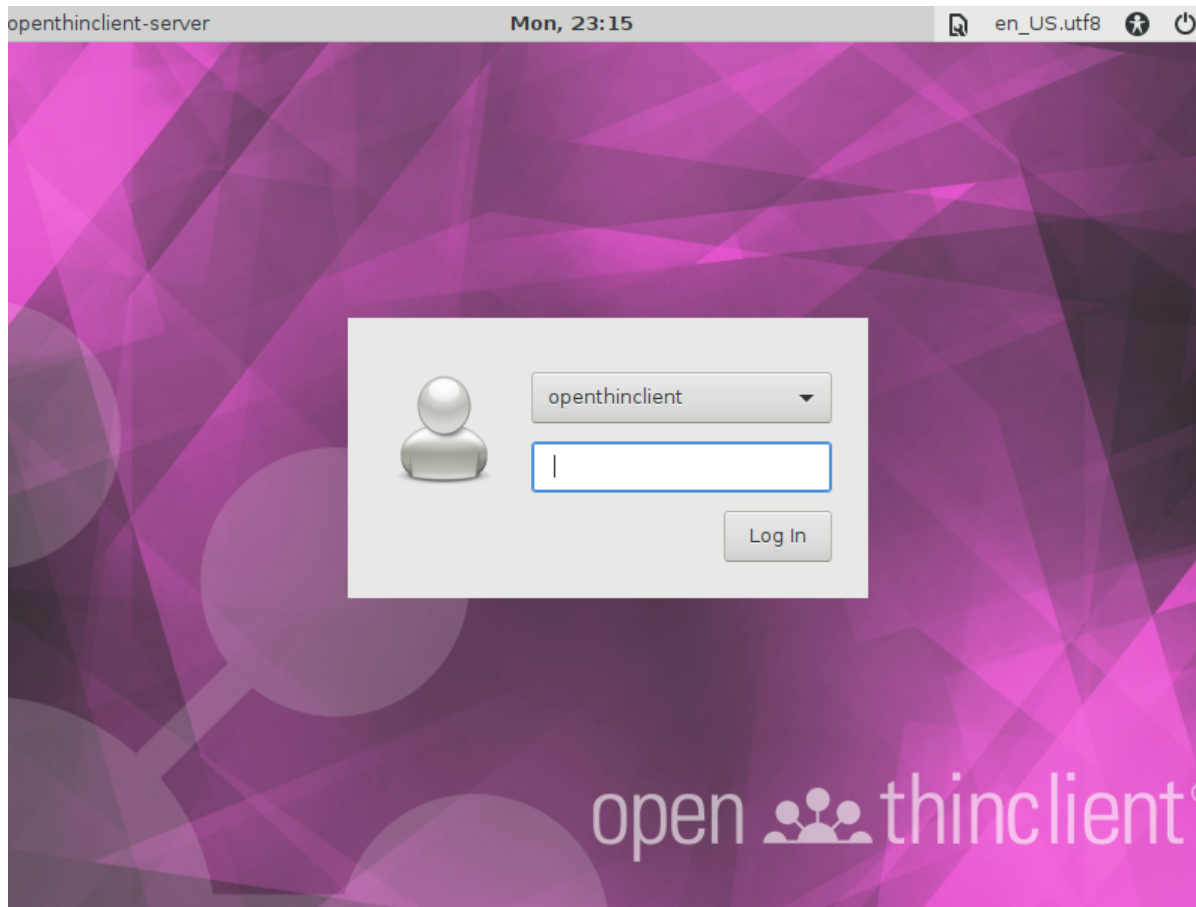
**Username:** openthinclient

**Password:** Open%TC (The first character is the number zero)

We recommend to change the password after the first successful login to increase the security of the Appliance.

The login manager provides a language selector at the top right corner. Please choose the correct language before any login to apply all the correct settings.

Currently supported is "English - USA" and "German - Germany"



## Root Privileges via sudo

The Appliance uses a preconfigured Debian 9 operating system. To ease the transition from the previous used Ubuntu Linux we enabled the "sudo" command.

Root access can be obtained by entering the following command in the terminal window:

```
openthinclient:~$ sudo su
```

## Change the user password (optional)

To change the password of the openthinclient user, please use the provided script on the desktop.

Additionally the password can also be set by opening a shell and entering the following command:

```
openthinclient:~$ passwd
```

## Change the root password (optional)

The root password of the default installation is the same as the password for "openthinclient" user.

To change it you must set a new password for **root**, The password can be set by opening a shell and entering the following command:

```
openthinclient:~$ sudo passwd root
```

# openthinclient software user credentials

## Default password of the openthinclient Manager

The password of the preinstalled **openthinclient Software Suite** is preconfigured with the following credentials:

Username: **administrator**

Password: **0pen%TC** (The first character is the number zero)

## Change the password of the openthinclient Manager

To change the password for connecting to the openthinclient manager have a look at the following description:

- start the manager and connect to the realm "openthinclient" with the default password.
- go to the layer "User".
- open the user **administrator** by double-click.
- fill-in an new password:
  - Given name: Joe (Default)
  - Surname: Admin (Default)
  - Change user password: **<fill-in a new password here>**
  - Verify new password: **<fill-in the new password to verify here>**
- Finally click **Ok**. The password has now been changed!

**Notice: The current connection from the openthinclient manager to the openthinclient server isn't available any more.**

- When an error occurs there should be a popup-window with the error description **Connection failed**. Under it you can see the LDAP-URL from the user and an empty line for its password.

Please reenter the changed login data here:



- Username: <LDAP-URL> (default)
- Password: <fill-in here the new password one more time>
- Save password: check the box to save the password for this connection of the openthinclient manager with the server




## Appliance Desktop after Login



## Desktop application icons

On the desktop you will find the following application icons:

Desktop Icon	Description
 openthinclient Manager WebConsole	The openthinclient WebConsole to administer your software and hardware environment.
 openthinclient service restart	Restart the openthinclient service

 README	Short README file with some information on how to use the appliance. Includes the default login credentials of the installed openthinclient environment.
 Livesupport (powered by levigo)	Our Livesupport tool
 change password	This small tool only changes the login password for the "openthinclient" linux user on the host of the Virtual Appliance. The password of the openthinclient software environment must be changed within the openthinclient manager itself.

## Getting help and documentation

### Known issues

#### Issue: VMware ESXi: Freeze or black screen for Appliance when adjusting the screen resolution to greater than 800 \* 600

This is a known issue affecting Ubuntu 16.04 machines running on VMware ESXi 5.5 and 6.0. More information can be found in the VMware KB: <https://kb.vmware.com/s/article/2152057>

**Workaround:** Increase the total video memory to 8 MB or larger. (You might have to adapt the HW type of the machine first)

### Study our documentation

Besides the essential documentation included in this release most of your questions about the installation and daily usage of the software should already answered by reading our [documentation](#).

However this documentation is still growing and may not include your specific issue or topic yet.

After reading the documentation and still lacking a solution to your answer there's one more thing to do: search for more information on your own.

### Search our FAQ

You can search our [Frequently Asked Questions](#) page which already provides some helpful answers to questions from the community.

#### Still no solution to your answer?

If you still did not find any solution you could subscribe to our Wiki and [ask a question](#) yourself.

### Hardware and professional services

If you are looking for Thin Client Hardware or need support for your Thin Client environment, you may take a look at [openthinclient](#) the business edition of openthinclient.

