

Customer Tips

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... for the user

Identifying the Network Client Software

Purpose

When speaking with Xerox Technical Support you may be asked to identify the network client software, or “shell,” to assist Xerox in troubleshooting. CentreWare functionality may be affected by the type and version of network client software you have.

Determining the Network Client Software

Use the following procedures to determine the network client software.

Windows NT

For a PC in a Windows NT environment:

1. On the desktop, right click on **Network Neighborhood**.
2. Select [**Properties**].
3. Select the [**Services**] tab.
4. To determine the PC’s network software, look for one of the following names in the Network Services box:

- “Client Service for NetWare” indicates the PC is a Microsoft network client.
- “Novell IntranetWare Client for Windows NT” or “Novell Client for Windows NT” indicates the PC is a Novell network client.

Windows 2000

On a PC in a Windows 2000 environment:

1. On the desktop, right click on **My Network Places**.
2. Select [**Properties**].
3. Right click on **Local Area Connections**.
4. Select [**Properties**].
5. To determine the PC’s network software, look for one of the following names in the **Components checked are used by this connection** box:

- “Client Service for NetWare” indicates the PC is a Microsoft network client.
- “Novell IntranetWare Client for Windows NT” or “Novell Client for Windows NT” indicates the PC is a Novell network client.

This document applies to these Xerox products:

x	WC Pro 32/40 Color
x	WC Pro 65/75/90
x	WC Pro 35/45/55
x	WC M35/M45/M55
x	DC 555/545/535
x	DC 490/480/470/460
x	DC 440/432/425/420
x	DC 340/332
x	DC 265/255/240
x	DC 230/220
	DCCS 50

Windows XP

For a PC in a Windows XP environment:

1. Right click on **My Network Places**.
2. Select **[Properties]**
3. Right click on **Local Area Connections**.
4. Select **[Properties]**.
5. To determine the PC's network software, look for one of the following names in the **This connection uses the following items** box:
 - "Client Service for NetWare" indicates the PC is a Microsoft network client.
 - "Novell IntranetWare Client for Windows NT" or "Novell Client for Windows NT" indicates the PC is a Novell network client.

Windows 95/98/Me

For a PC in a Windows 95/98/Me environment:

1. Right click on **Network Neighborhood**.
2. Select **[Properties]**.
3. Select the **[Configuration]** tab.
4. To determine the PC's network software, look for one of the following names in the **Network Services** box:
 - "Client for NetWare Networks" indicates the PC is a Microsoft network client.
 - "Novell IntranetWare Client" or "Novell NetWare Client" indicates the PC is a Novell network client.

Determining the Network Client Software Version

- The Novell network client version number is listed on the banner of the Novell logon screen.
- The Microsoft network client version is the same as the Microsoft Windows version. Right click on **My Computer** and select **[Properties]** to display the version number.

Additional Information

Xerox Customer Service welcomes feedback on all documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@mc.usa.xerox.com.

You can reach Xerox Customer Support at 1-800-821-2797 (USA), TTY 1-800-855-2880 or at <http://www.xerox.com>.

Other Tips about Xerox multifunction devices are available at the following URL: <http://www.xerox.com/DocumentCentreFamily/Tips>.

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