# HP Smart Shell Administrator Guide

**SUMMARY**

This guide provides basic information related to the administration of the HP Smart Shell software.

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# 1 User input syntax key

The use of a `fixed width font` indicates text that you must enter into a user interface.

**Table 1-1 User input syntax key**

| Item | Description |
|---|---|
| `Text without brackets or braces` | Items you must type exactly as shown. |
| `<Text inside angle brackets>` | A placeholder for a value you must provide; omit the brackets. |
| `[Text inside square brackets]` | Optional items; omit the brackets. |
| `{Text inside braces}` | A set of items from which you must choose only one; omit the braces. |
| `\|` | A separator for items from which you must choose only one; omit the vertical bar. |
| `...` | Items that can or must repeat; omit the ellipsis. |

# 2 Getting started

HP Smart Shell allows you to configure connections, websites, and applications for kiosk-style deployments of HP thin clients based on Windows® operating systems. You can also customize the kiosk interface that is presented to standard users and enable or disable user access to specific Control Panel settings.

The configured environment can be deployed to multiple thin clients using remote manageability tools such as HP Device Manager (HPDM) or HP Cloud Endpoint Manager (HPCEM).

**NOTE:** Enabling user access to Control Panel settings might also give the user access to File Explorer.

Many thin client deployments need to provide either a single- or limited-purpose environment to users, such as an environment for web browsing or remote desktop access. HP Smart Shell simplifies this type of thin client deployment by hiding the standard Windows interface, restricting users to certain applications and functions, and locking down the system against user modification.

## Prerequisite software requiremetns

HP Smart Shell requires that certain software be installed before use:

- Microsoft .NET 8
- Microsoft .NET 4.7.2
- Microsoft Visual C++ 2015-2022 Redistributable

For more information on these required software packages, refer to the documentation provided by Microsoft.

# 3 Supported operating systems, connection types, and applications

The following table describes the operating systems, connection types, and applications supported by HP Smart Shell.

**Table 3-1 Supported operating systems, connection types, and applications**

| Item | Description |
|---|---|
| Operating systems | Windows 10 IoT Enterprise<br>Windows 10 Edu<br>Windows 10 Enterprise<br>Windows 11 IoT Enterprise<br>Windows 11 Edu<br>Windows 11 Enterprise |
| Connection types | Web browser<br>Citrix<br>RDP<br>Omnissa<br>HPAnyware |
| Applications | All traditional desktop applications that are supported by the operating systems listed above should work with HP Smart Shell<br>HP Smart Shell does not support Windows Store apps |

# 4 Obtaining and opening HP Smart Shell

HP Smart Shell is typically preinstalled on HP thin clients. It can also be downloaded or updated via HP ThinUpdate.

**NOTE:** For more information, see the administrator guide for HP ThinUpdate.

To open HP Smart Shell in Windows 11 IoT Enterprise and Windows 10 IoT Enterprise:

- Type `Smart Shell` into the taskbar search box, and then select the **HP Smart Shell** app.

To open HP Smart Shell Configurator:

- Open the Windows *Control Panel*, then select **HP Smart Shell**.
- Using the Windows *Command Prompt*, type `HPSmartShell.exe /config`.

**NOTE:** You are prompted for administrator credentials if you are logged on to Windows as a standard user.

An administrator can open HP Smart Shell configuration from within HP Smart Shell to make configuration changes without having to log off from the standard user account.

1. In **HP Smart Shell**, select the **Start** menu and then select the gear icon .
2. Use the **User Account Control** dialog to log on as an administrator.
3. Configure changes as necessary and then close the dialog.

   The changes are implemented immediately.

# 5 Configuration

The following table describes items available in the configurator.

**Table 5-1 Configuration**

| Section | Description |
|---|---|
| Create profile kiosk button | This button launches the kiosk wizard, which allows creating a new kiosk. |
| List of created kiosks | The main page loads a list of kiosks configured in the application. |
| Create [Resources] button | Launches the resource configuration wizard based on the resource type selected.<br>• App<br>• Connection<br>• Website |
| List of created resources | The main page loads a list of created resources of different types. Clicking each resource allows launching, editing, or deleting. |
| Kiosk mode toggle | Enables Kiosk mode on the device. |

# 6 Adding an application

The editor wizard provides guided setup for applications by administrators.

## Page 1: Identification

The following table describes the settings available in the application editor wizard.

**Table 6-1 Add Application Wizard: Identification Settings**

| Setting | Description |
|---|---|
| Application name | Specifies a custom name to be displayed on the launch icon for the application. |
| Application path | Specifies the full path to the application. |

## Page 2: Appearance

The setup wizard displays a preview window that allows the administrator to see a visual representation of the application icon.

**Table 6-2 Add Application Wizard: Appearance Settings**

| Setting | Description |
|---|---|
| Size | Set the size of the icon, either small or large. |
| Color | Set the background color of the launch icon for the application. |
| Style | Set the icon visual: 2 character initials, preset icon, or custom image. |

## Page 3 Settings

**Table 6-3 Add Application Wizard: Other Settings**

| Setting | Description |
|---|---|
| Arguments | Allows you to specify command-line arguments |
| Launch delay | Sets the delay, in seconds, before an application is launched. |
| Autolaunch | When enabled, the application launches automatically when the user logs on to Windows. |
| Admin only | When enabled, the application is available only for administrators. |

**Table 6-3 Add Application Wizard: Other Settings (continued)**

| Setting | Description |
|---|---|
| Maximized | When enabled, the application maximizes automatically when opened. |
| App tracking | When enabled, HP Smart Shell indicates when the application is active. Clicking the icon again brings forward the existing instance of the application.<br><br>**NOTE:** Not all applications support app tracking. Make sure the test applications before propagating these settings to devices. |
| Hide missing app | When enabled, if HP Smart Shell cannot find the executable at the indicated path, the application icon is hidden from users. |
| Wait for network | When enabled, the application does not autolaunch until a network connection is found. |
| Wait for internet | When enabled, the application does not autolaunch until an Internet connection is found. |
| Exit action | Sets the action to take when the application is closed (None, Log off, Restart, Shut down). |
| Persistent | When enabled, the application reopens automatically when closed.<br><br>**NOTE:** This setting can be set only if the Exit action is set to None.<br><br>**NOTE:** This setting only works if app tracking is enabled and supported. |

# 7 Adding a connection

The editor wizard provides guided setup for connections by administrators.

## Page 1: Identification

The following table describes the settings available in the application editor wizard.

**Table 7-1 Add Connection Wizard: Identification Settings**

| Setting | Description |
|---|---|
| Connection type | Select from a preset of supported connection types, including: HP Anyware, RDP, Citrix, Omnissa. |
| Connection name | Specifies a custom name to be displayed on the launch icon for the connection. |
| Software path | Specifies the full path to the connection type. |

## Page 2: Appearance

The setup wizard displays a preview window that allows the administrator to see a visual representation of the application icon.

**Table 7-2 Add Connection Wizard: Appearance Settings**

| Setting | Description |
|---|---|
| Size | Set the size of the icon, either small or large. |
| Color | Set the background color of the launch icon for the application. |
| Style | Set the icon visual: 2 character initials, preset icon, or custom image. |

## Page 3 Settings

**NOTE:** For information about other advanced connection settings that vary by connection type, refer to the documentation for the software provided by the third-party software vendor such as Citrix or Microsoft.

**Table 7-3 Add Connection Wizard: Other Settings**

| Setting | Description |
|---|---|
| Hostname [broker] | Address for the connection. |
| Launch delay | Sets the delay, in seconds, before a connection is launched. |
| Autolaunch | When enabled, the connection launches automatically when the user logs on to Windows. |
| Wait for network | When enabled, the application does not autolaunch until a network connection is found. |
| Wait for internet | When enabled, the application does not autolaunch until an Internet connection is found. |

# 8 Adding a website

The editor wizard provides guided setup for websites by administrators, using Microsoft Edge as the browser platform.

## Page 1: Identification

The following table describes the settings available in the website editor wizard.

**Table 8-1 Add Website Wizard: Identification Settings**

| Setting | Description |
|---|---|
| Website name | Specifies a custom name to be displayed on the launch icon for the website. |
| Website path | Specifies the full path to the website. |

## Page 2: Appearance

The following table describes the appearance settings available in the website editor wizard. This page comes with a preview window that displays a visual representation of the application icon.

**Table 8-2 Add Website Wizard: Appearance Settings**

| Setting | Description |
|---|---|
| Size | Set the size of the icon, either small or large. |
| Color | Set the background color of the launch icon for the application. |
| Style | Set the icon visual: 2 character initials, preset icon, or custom image. |

# 9 Creating a kiosk

The kiosk wizard guides the admin through a series of options that customize the end device experience with different wallpapers, launchable resources, and accessible settings. The wizard has a preview window that displays changes live.

**NOTE:** HP recommends that HP Smart Shell administrators add applications, connections, or websites to the app configuration prior to creating a kiosk. These resources will be assigned during the creation of the kiosk. For more information on creating and adding these resources, refer to the following sections of this guide.

- To add an application, see Adding an application on page 6.
- To add a connection, see Adding a connection on page 8.
- To add a website, see Adding a website on page 10.

**NOTE:** In most deployments, using only the default Smart Shell profile suffices, so editing this profile is the simplest solution. However, you can create custom profiles, if you need to assign different settings to different users and domains. The default profile is used for any users or domains that are not assigned to a custom Smart Smell profile.

## Page 1

This page allows the administrator to configure the kiosk name and set the background color or wallpaper of the environment.

## Page 2

This page allows the administrator to enable or disable settings for the end user.

**Table 9-1 Kiosk settings**

| Setting | Description |
|---|---|
| Date and time | Displays the date and time on the taskbar. |
| Device name and IP address | Display device name and IP on the top right of the user window. |
| Display sound icon | If set to On, the sound icon is displayed on the taskbar. |
| Enable sound interaction | If set to On, the system volume can be adjusted via the sound icon on the taskbar. |
| Display battery icon | If set to On, the battery icon is displayed on the taskbar.<br>**NOTE:** This setting is always read-only. |

**Table 9-1 Kiosk settings (continued)**

| Setting | Description |
|---|---|
| Low battery level | Set the percentage that triggers when the low battery warning message displays. |
| Critical battery level | Set the percentage that triggers when the critical battery warning message displays. |
| Display Wi-Fi icon | If set to On, the Wi-Fi icon is displayed on the taskbar. |
| Enable Wi-Fi interaction | If set to On, Wi-Fi settings can be accessed via the Wi-Fi icon on the taskbar. |
| Device name and IP address [Launcher feature] | Display device name and IP in the taskbar launcher. |
| Log off | If set to On, users can log the current user account off using the drop-down menu for the power button, located in the taskbar launcher. |
| Lock | If set to On, users can lock the current user account using the drop-down menu for the power button, located in the taskbar launcher. |
| Restart | If set to On, users can restart the computer using the drop-down menu for the power button, located in the taskbar launcher. |
| Shutdown | If set to On, users can shut down the computer using the drop-down menu for the power button, located in the taskbar launcher. |
| Keyboard | If set to On, users can launch the control panel keyboard settings. Located in the taskbar launcher. |
| Mouse | If set to On, users can launch the control panel mouse settings. Located in the taskbar launcher. |
| Sound | If set to On, users can launch the control panel sound settings. Located in the taskbar launcher. |
| Region and language | If set to On, users can launch the control panel Region and Language settings. Located in the taskbar launcher. |
| Network connection | If set to On, users can launch the control panel network connections settings. Located in the taskbar launcher. |
| Ease of Access | If set to On, users can launch the control panel Ease of Access settings. Located in the taskbar launcher. |
| Internet properties | If set to On, users can launch the control panel Internet properties settings. Located in the taskbar launcher. |
| Wireless configuration | If set to On, users can launch Wi-Fi settings. Located in the taskbar launcher. |

## Page 3

This page allows the administrator to add previously created resources onto the current kiosk being configured. Highlighting the resources displays a button to add to the current kiosk.

## Page 4

This page allows the administrator to set this kiosk as the default kiosk. Specific users can be assigned to this kiosk, using local or domain-level access.

### Page 5

This page displays all the changes made to the kiosk configuration.

# 10 Deployment

This chapter discusses the various methods that can deploy HP Smart Shell to multiple thin clients. The best method depends on your use case and environment.

**NOTE:** The following methods discuss using HP Device Manager, HP Cloud Endpoint Manager, and HP Thin Update for deployment. For more information, refer to HP's Thin Client Software guide.

## Deploying a preconfigured thin client image

You can deploy HP Smart Shell by configuring it on a thin client image that will be captured and deployed to other thin clients. The most efficient way to deploy an image to multiple thin clients is to use HPDM or HPCEM, which have preset templates for capturing and deploying an image. Alternatively, you can use HP Thin Update to manually copy and deploy an image.

## Deploying HP Smart Shell to existing thin client images

Use the following instructions to deploy HP Smart Shell to an existing thin client images.

**NOTE:** Both devices must have the same version of Smart Shell to work seamlessly.

**Copying settings from a version of Smart Shell to end device with the same version**

1. Configure HP Smart Shell on a single system, and locate the file: `C:\ProgramData\HP\HPSmartShell\Database`
2. Copy the database file to the system running the HPDM Console, using built in templates for copying files.

   **NOTE:** If the system is running HPCEM console, see HP Cloud Endpoint Manager for more information.

3. Deploy file to target devices.

Copying settings from a older version of Smart Shell to a newer version:

1. Configure HP Smart Shell on a single system.
2. Update the current system and target systems to the latest version of Smart Shell.
3. Edit Smart Shell settings at least once. This will trigger an internal migration process which cleans up any discrepancies between the old settings and the new settings of Smart Shell.
4. Locate the settings file: `C:\ProgramData\HP\HPSmartShell\Database`

5. Copy the database file to the system running the HPDM Console, using built in templates for copying files.

   If the system is running HPCEM console, see HP Cloud Endpoint Manager for more information.

6. Deploy file to target devices.

You can also deploy the database file to other thin clients the following way:

- Copy the database file directly to another device and place it in the correct location, overwriting any preexisting database: `C:\ProgramData\HP\HPSmartShell\Database`

# 11 Tips and best practices

Consider the following when using HP Smart Shell:

- Some applications might require a launch delay to function.
- HP Smart Shell does not filter the built-in web browser content. Keep this in mind when selecting the websites.
- The desktop resolution settings available in the ICA and RDP connection editors and for certain connection types, including RDP, are not indicative of the target monitor. It is best to use the default setting (full-screen).
- For RDP connections, it is best to disable the RDP connection bar setting in the **Display** panel of the connection editor when deploying in Kiosk mode. This setting is enabled by default, and users can access the local desktop through the connection bar.
- To use USB redirection with an RDP connection when the Omnissa client is installed, you must first disable the Omnissa USB service before connecting to an RDP session.