

Dell Wyse TCX Suite 7.3

Installation Guide



Notes, cautions, and warnings

 | **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 | **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 | **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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Overview

The SupportAssist Tech Console (SATC) is a web based application that provides tech support agents access to data collected from customer's environments.

SATC provides:

- Access to client and enterprise configuration data.
- Displays configuration changes, alerts, logs and diagnostic information.
- Access to dashboard and an interface to common tools such as Delta, Oracle KCS and support.

SATC provides several advantages for technicians during the troubleshooting process:

- Customer hardware and software environment information (includes topological view for complex deployments).
- Recommended actions (based on SupportAssist Intelligence Engine rules)

Topics:

- [Introduction](#)
- [Support information](#)

Introduction

Dell Wyse TCX Suite is a single software solution that provides the benefits of cloud client computing. The supported environments for Dell Wyse TCX Suite are Microsoft Remote Desktop Services, Citrix XenApp, Citrix XenDesktop, Teradici, and VMware Horizon View. The Collaborative Processing Architecture (CPA) used in Dell Wyse TCX divides the workload between the server and Plug-n-Play USB devices. TCX Suite uses the established software protocols to provide breakthrough multimedia and audio technology for cloud client computing environments.

TCX Suite enables rich flash playback, multiple monitors awareness, rich multimedia playback, high-quality bidirectional audio capabilities, and seamless USB device access for cloud clients.

TCX Suite provides the following features:

- **TCX Flash Acceleration and TCX Flash Redirection**—Enhances the performance of the Flash video content in a remote computing environment.
- **TCX Multidisplay**—Provides productivity-enhancing advantages for cloud clients with multiple monitors by using virtual desktops.
- **TCX Multimedia**—Supports enhanced playback of MPEG, WAV, WMV, H.264, and other multimedia file formats. The software includes both the server and the client components that redirect multimedia processing tasks between the client and server for a rich user experience.
- **TCX Rich Sound**—Provides bidirectional audio capabilities for virtual desktops and applications and supports sound recording and playback applications. It supports zero-compromise deployment.
- **TCX USB Virtualizer**—Makes the USB devices attached to thin clients or endpoints visible to the virtual desktops and applications. It removes any dependencies on limited local device drivers for a broad range of USB-based printers, scanners, storage devices, Palmtop, BlackBerry, Pocket PC handhelds, HID devices, Webcams, headsets, iPhone, credit card machines, and smart cards.
- **TCX Monitor**—Helps you to efficiently identify the system state for proper functioning of USB and Flash Redirection modules.

Support information

This section provides information about supported client environments; supported server operating systems, and TCX 7.3 component details; and supported remote desktop protocols.

Supported client environments

Table 1. Supported client environments

Operating system	Supported thin clients
WES7 - Wyse Enhanced Microsoft Windows Embedded Standard 7	<ul style="list-style-type: none">• Dell Wyse 5010 thin client (Build 7064)• Dell Wyse 7010 thin client (Build 7064)• Dell Wyse 5020 thin client (Build 7064)
WES7P - Wyse Enhanced Microsoft Windows Embedded Standard 7P	<ul style="list-style-type: none">• Dell Wyse 5010 thin client (Build 896)
WES8 - Wyse Enhanced Microsoft Windows Embedded 8 Standard	<ul style="list-style-type: none">• Dell Wyse 5010 thin client (Build 924)
WIE10 - Windows 10 IoT Enterprise	<ul style="list-style-type: none">• Dell Wyse 5020 thin client (Build 0A38)• Dell Wyse 5060 thin client (Build 0A52)• Latitude 3480 mobile thin client (Build 0A49)• Latitude 5280 mobile thin client (Build 0A59)
ThinOS - Wyse ThinOS	<ul style="list-style-type: none">• Dell Wyse 3020 thin client (Build 8.4)• Dell Wyse 5010 thin client (ThinOS, PCoIP) (Build 8.4)• Dell Wyse 5060 thin client (Build 8.4)
Dell Workstation	<ul style="list-style-type: none">• Windows 7 (64-bit)• Windows 8.1 (64-bit)• Windows 10 (64-bit)

Supported server OS and TCX 7.3 component details

TCX 7.3 server software supports the operating systems as given in the following table. You require administrator privileges to install TCX 7.3 on the following platforms.



Table 2. Supported server OS and TCX 7.3 component

Server OS	TCX 7.3 Flash	TCX 7.3 Multi-display	TCX 7.3 multimedia	TCX 7.3 Rich Sound	TCX 7.3 USB Virtualizer
Windows 10 Enterprise x86 LTSC 2016	Yes*	N/A	N/A	N/A	Yes
Windows 10 Enterprise x64 LTSC 2016	Yes*	N/A	N/A	N/A	Yes
Windows 10 Enterprise x86 RS2	Yes*	N/A	N/A	N/A	Yes
Windows 10 Enterprise x64 RS2	Yes*	N/A	N/A	N/A	Yes
Windows Server 2016	Yes*	N/A	N/A	N/A	Yes
Windows Server 2008 R2 (64-bit)	Yes*	Yes**	Yes#	N/A	Yes
Windows Server 2012 R2 (64-bit)	Yes*	Yes**	Yes#	N/A	Yes
Windows 7 (32-bit) (Enterprise***, Professional)	Yes*	Yes**	Yes#	Yes ***	Yes
Windows 7 (64-bit) (Enterprise***, Professional)	Yes*	Yes**	Yes#	Yes ***	Yes
Windows 8.1 (32-bit) (Enterprise, Professional)	Yes*	Yes**	Yes#	N/A	Yes
Windows 8.1 (64-bit) (Enterprise, Professional)	Yes*	Yes**	Yes#	N/A	Yes

* Uses Native RDP/ICA Audio Driver.

** You must install MDS by using **Custom Installation**.

***TCX 7.3 RS is supported only on Windows 7 Enterprise 32/64 bit.

#TCX 7.3 multimedia is supported only if it is a ThinOS-based client.



NOTE:

- H.264 is supported only over Teradici PCoIP.
- Windows Remote Desktop Connection must be enabled.
- Windows Terminal Services must be installed and enabled.
- Multimedia Redirection is not supported on 64-bit clients.
- Flash Acceleration is not supported on 64-bit clients.
- IE10 and IE11 is not supported for Flash Acceleration.
- Flash Acceleration supports Firefox.
- Flash Redirection is supported on 32-bit browsers.
- Flash Redirection over secure gateway such as, Netscaler is supported on Windows clients but it is not supported on ThinOS and Linux clients.
- TCX 7.3 Session Level Restriction with the supported USB class of devices include HID class, scanner, printer class, COM port, disk drive, smart readers, and WPD.

Supported protocols

TCX 7.3 supports the following remote desktop protocols:

- Remote Desktop Protocol
- ICA with XenDesktop 7.15
- ICA with XenApp 6.5 and 7.15
- VMWare View 7.2 (RDP and PCoIP)
- PCoIP Teradici Client 1.9 and Server 2.6.1

Supported browsers

The following are the supported browsers for TCX 7.3:

- Internet Explorer 32-bit version 11.0.9600.18792
- Mozilla Firefox 32-bit version 55.0.3

Multimedia support details for RDP 6.0, 7.1, 8.0, 8.1, and 10

Table 3. Multimedia support details for RDP 6.0, 7.1, 8.0, 8.1, and 10

Server OS	WES7 (32-bit and 64-bit) client	WE8S (64-bit) client	WIE10 client	Thin OS client
Windows Server 2008 R2 or Windows 7 (X86 and X64) — Ultimate, Enterprise, and Professional	Use Native RDP protocol multimedia redirection**	Use Native RDP protocol multimedia redirection**	Use Native RDP protocol multimedia redirection**	Yes*
Windows Server 2012 and 2012 R2 (64-bit)	Use Native RDP protocol multimedia redirection**	Use Native RDP protocol multimedia redirection**	Use Native RDP protocol multimedia redirection**	Yes*
Windows 8 and 8.1 (32-bit & 64-bit) — Ultimate,	Use Native RDP protocol multimedia redirection**	Use Native RDP protocol multimedia redirection**	Use Native RDP protocol multimedia redirection**	Yes*



Server OS	WES7 (32-bit and 64-bit) client	WE8S (64-bit) client	WIE10 client	Thin OS client
Enterprise and Professional				
Windows Server 2016	Use Native RDP protocol multimedia redirection**			
Windows 10 IoT Enterprise	Use Native RDP protocol multimedia redirection**			

* TCX 7.3 multimedia supported over RDP 6.1

** RDP 7.1 and above multimedia redirection.

NOTE:

- multimedia Redirection is not supported on 64-bit clients.
- H.264 media redirection is supported only over Teradici PCoIP.

Flash support details for flash acceleration and flash redirection

Table 4. Flash support details for flash acceleration and flash redirection

Server OS	WES7 (32-bit and 64-bit) client	WE8S (64-bit) client	Thin OS 8.3 and earlier clients	WIE10 client
Windows Server 2008 R2	Flash Acceleration (Only 32-bit) and Flash Redirection	Flash Acceleration (Only 32-bit) and Flash Redirection	Flash Acceleration and Flash Redirection.	Flash Acceleration (Only 32-bit) and Flash Redirection.
Windows Server 2012 and 2012 R2 (64-bit)	Flash Acceleration (Only 32-bit) and Flash Redirection	Flash Acceleration (Only 32-bit) and Flash Redirection	Flash Acceleration and Flash Redirection.	Flash Acceleration (Only 32-bit) and Flash Redirection.
Windows 7 (X86 & X64) —Ultimate, Enterprise, and Professional	Flash Acceleration (Only 32-bit) and Flash Redirection.	Flash Acceleration (Only 32-bit) and Flash Redirection.	Flash Acceleration and Flash Redirection.	Flash Acceleration (Only 32-bit) and Flash Redirection.
Windows 8 (32-bit & 64-bit) — Ultimate, Enterprise, and Professional	Flash Acceleration (Only 32-bit) and Flash Redirection.	Flash Acceleration (Only 32-bit) and Flash Redirection.	Flash Acceleration and Flash Redirection.	Flash Acceleration (Only 32-bit) and Flash Redirection.
Windows 8.1 (32-bit & 64-bit) — Ultimate, Enterprise, and Professional	Flash Acceleration (Only 32-bit) and Flash Redirection.	Flash Acceleration (Only 32-bit) and Flash Redirection.	Flash Acceleration and Flash Redirection.	Flash Acceleration (Only 32-bit) and Flash Redirection.
Windows Server 2016	Flash Acceleration (Only 32-bit) and Flash Redirection.			



Server OS	WES7 (32-bit and 64-bit) client	WE8S (64-bit) client	Thin OS 8.3 and earlier clients	WIE10 client
Windows 10 IoT Enterprise	Flash Acceleration (Only 32-bit) and Flash Redirection.			

NOTE:

- Flash Acceleration is not supported on WES7 and WE8S 64-bit clients.
- Firefox is supported, but IE10 and IE11 is not supported for Flash Acceleration.
- Flash Redirection over secure gateway such as, Netscaler is supported only on Windows Clients. Thin OS and Linux Clients are not supported.
- Supports Flash redirection over Teradici and VMware view PCoIP protocol only from Windows clients.

TCX 7.3 USB redirection

Table 5. TCX 7.3 USB redirection

TCX 7.3 USB Functionality	WES 7 (32-bit and 64-bit) client	WES 8 (64-bit) client	WIE10 (64-bit) client	Thin OS 8.3 and earlier clients
TCX 7.3 USB Device Redirection of USB 1.1, USB 2.0, and USB 3.0 Devices	Supported	Supported	Supported	Supported
TCX 7.3 USB Session Level Restriction (only in Terminal Server Environment) of USB 1.1, USB 2.0, and USB 3.0 Devices.	Supported	Supported	Supported	Supported
WAN acceleration of Mass Storage Device (NTFS and FAT), except Software based Secure USB device	Supported	Supported	Supported	Supported
WAN acceleration of WACOM devices	Supported	Supported	Supported	Supported
SLR for COM port and COM port assignment	Supported	Supported	Supported	Supported

NOTE: TCX 7.3 Session Level Restriction with the supported USB class of devices includes HID Class, Scanner, Printer Class, COM port, disk drive, Smart readers, and WPD.



Installing and Upgrading the TCX Suite

This section describes the pre-requisites and procedures to install the TCX Suite Server and Client Software. The topics covered in this section are:

NOTE: The version 7.3.0.xx, where xx denotes the relative build number displayed on the task bar of the displayed screen is a sample build number, and will be different in the final version of the product that will be shipped to you. This does not affect the overall product installation.

Installation:

- Pre-requisites to Install the TCX Suite.
- Performing a Server Suite Interactive Installation.
- Performing a Silent Installation on the Server.
- Performing a Client Suite Interactive Installation.
- Performing a Silent Installation on the Client.

Uninstallation:

- Performing a Server Suite Interactive Uninstallation.
- Performing a Client Suite Interactive Uninstallation.
- Performing a Silent Uninstallation on the Client.
- Performing a Silent Uninstallation on the Server.

Modification:

- Modifying Wyse TCX Client Suite.
- Modifying Wyse TCX Server Suite.

Upgrading:

- Upgrading the Wyse TCX Server Suite.
- Upgrading the Wyse TCX Client Suite.

Topics:

- [Pre-requisites to Install the TCX Suite](#)
- [Registering the Product and Downloading the License](#)
- [Installation Modes](#)
- [Various TCX installers](#)
- [Performing a Server Suite Interactive Installation](#)
- [Performing a Silent Installation on the Server](#)
- [TCX Client Installation Matrix](#)
- [Performing a Client Suite Interactive Installation](#)
- [Performing a Silent Installation on the Client](#)
- [Modifying Wyse TCX Server Suite](#)
- [Modifying Wyse TCX Client Suite](#)
- [Performing a Server Suite Interactive Uninstallation](#)
- [Performing a Silent Installation on the Client](#)

- Performing a Silent Uninstallation on the Server
- Performing a Silent Uninstallation on the Client
- Upgrading Wyse TCX Server Suite
- Upgrading Wyse TCX Client Suite
- RSP packages for Client

Pre-requisites to Install the TCX Suite

Before you install the TCX **Server software** and **Client Software**, make sure that the following requirements are met:

- Make sure that **Adobe Flash Plugin**, and **Active X Controls** are installed both on the Server and the Client systems. To install Adobe flash plugin and Active X control, click <https://get.adobe.com/flashplayer/> the link, download the file and then install it.

If the Plugins are not installed, then a warning message is displayed.

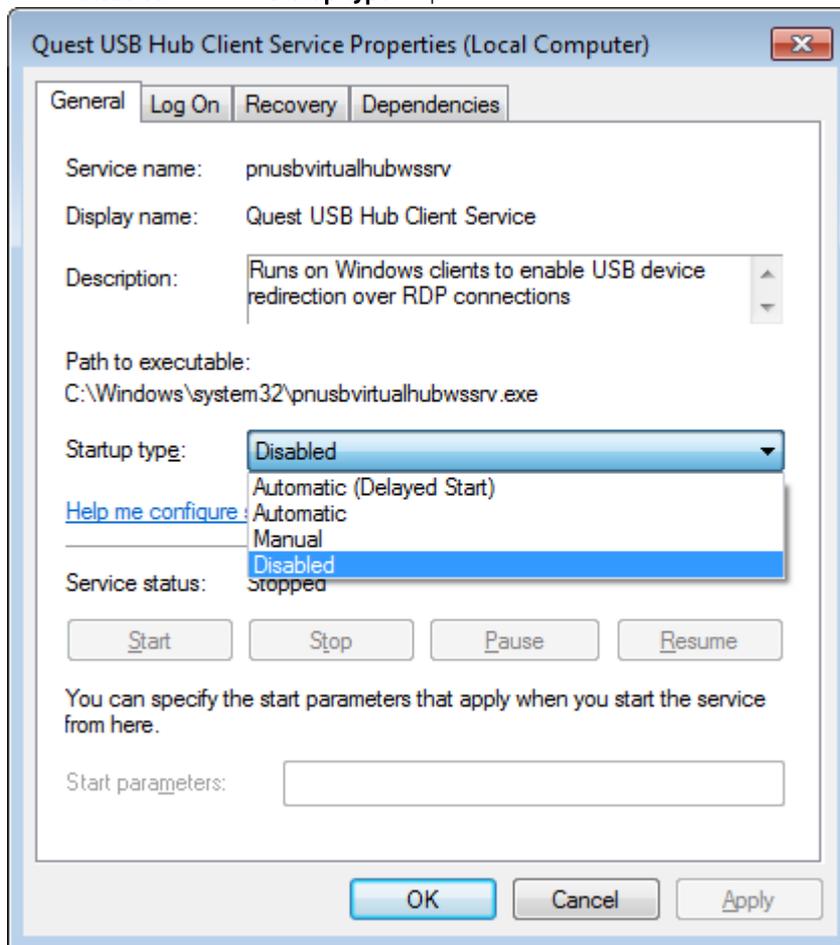
- Make sure that the supported browsers are, **Mozilla Firefox**, and **Microsoft Internet Explorer** are installed on the Server and Client systems.
- Make sure you have met all support requirements. If your server platform does not support a TCX component, the installation wizard is displayed during installation process.
- Make sure you complete the product registration and download the proper license key for your software.
- The disc space of **500MB** is required for installation of both TCX server and client suite in windows root drive.

Before you install the TCX **Server software** , make sure that the following requirements are met :

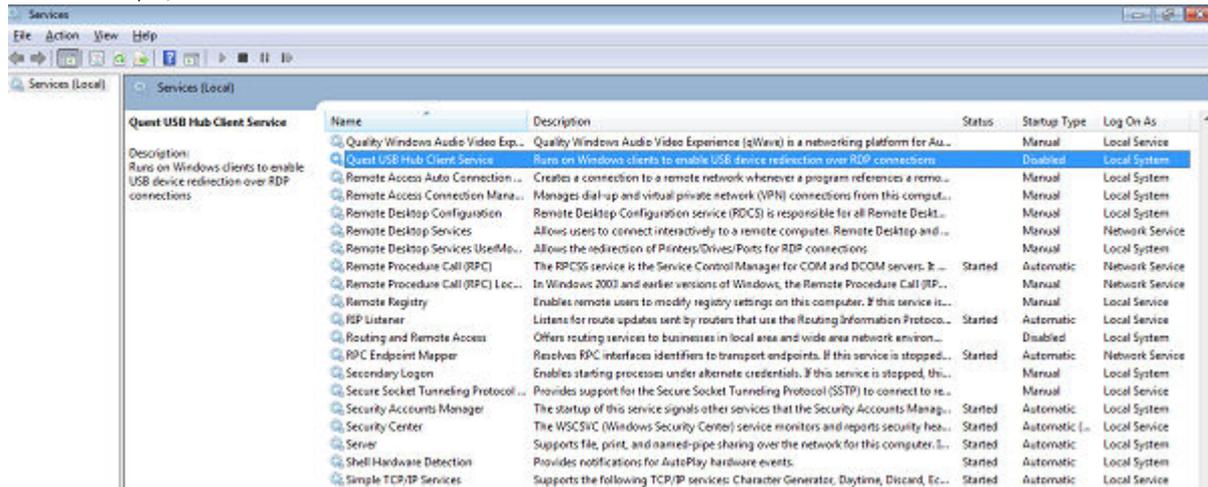
- Make sure you have met all support requirements as given in [Support Information](#). If your server platform does not support a TCX component, the installation wizard is displayed during installation process.

Before you install the TCX **Client software** , make sure that the following requirements are met :

- Before installing the TCX client suite, the **Quest USB redirection** service must be stopped. It does not display any message if the service is running prior the TCX suite installation. To disable Quest USB redirection complete the following task:
 - Select **Disabled** from the **Startup type** drop down list.



- The list is displayed.



Registering the Product and Downloading the License

Before you download and install the production version of the TCX Suite, you must first complete the product registration and download the product license.

- 1 After you receive your product registration code through mail, go to the Self Service Center at <http://www.dell.com/wyse/registration> and log in.
- 2 On the **Home** tab under **Support Resources**, click the **Registration, Licenses & Downloads (**New)** option to open the **Registration, Licenses & Downloads** page of the Support and Service Center tab.
- 3 Enter the Registration Code which you have received from Dell while purchasing the package and then click **Register**. After the process is complete, the products you registered are displayed on the page.
- 4 Generate your license key by clicking **Generate Key** in the software list.
- 5 Activate your software maintenance by clicking **Activate** in the software maintenance list.
- 6 Activate your service contract by click **Activate** in the service contract list.
- 7 On the page displaying the products you have registered, select **Support and Service Center tab > Registration, Licenses & Downloads** to open the **Registration, Licenses & Downloads** page.
- 8 Click **My Products** to expand the list, select the **Software & Licensing** option to display the list of your registered software products, and then use the license key in the Product Key list for SW, WYSE TCX SUITE, SERVER.

Your product registration process is completed. You can now install the TCX Server and Client on the systems you have identified.

Installation Modes

The TCX 7.3 Client and Server suites can be installed in two different modes. The modes of installation are stated below:

- 1 **GUI Installation:**
 - Performing a Server Suite Interactive Installation.
 - Typical Install
 - Custom Install
 - Performing a Client Suite Interactive Installation.
 - Typical Install
 - Custom Install
- 2 **Silent Installation:**
 - Performing a silent installation on the server.
 - Performing a silent installation on the client.

Various TCX installers

The TCX 7.3 package includes the following installers:

Utility for silent installation (Client and Server Suite):

- TCX_Suite_Utility.exe

TCX Client installers:

- Wyse TCX Client Suite.msi
- Wyse TCX Client Suite_64.msi

TCX Server installers:

- Wyse TCX Server Suite_eval32.msi
- Wyse TCX Server Suite_eval64.msi
- Wyse TCX Server Suite_prod32.msi
- Wyse TCX Server Suite_prod64.msi

NOTE:

- In TCX 7.3, all the installers are **User Account Control (UAC)** aware installers. The TCX components can be installed without turning-off the UAC.
- While performing **Installation, Uninstallation, Upgradation** or **Modifying** process, UAC always displays a message. Click **Yes** to continue the process.

Performing a Server Suite Interactive Installation

An Interactive installation of the TCX Server enquire you for inputs during installation. Make sure you have completed the product registration process and activated the license key before installing the TCX Server.

To perform a Interactive installation on the server, do the following:

- 1 Download your software from the **Registration, Licenses, and Downloads** page on the Self Service Center at www.dell.com/wyse/registration .

The downloaded package includes the msi file:

a **For Production version:**

- **Wyse TCX Server Suite_prod32.msi**, for 32-bit OS.
- **Wyse TCX Server Suite_prod64.msi**, for 64-bit OS.

b **For Evaluation version:**

- **Wyse TCX Server Suite_eval32.msi**, for 32-bit OS
- **Wyse TCX Server Suite_eval64.msi**, for 64-bit OS

- 2 Double click the downloaded **Wyse TCX Server Suite_eval32.msi** or **Wyse TCX Server Suite_prod32.msi** to start the installation process.

The **Wyse TCX Server Suite Version 7.3.0.xx** welcome screen is displayed.



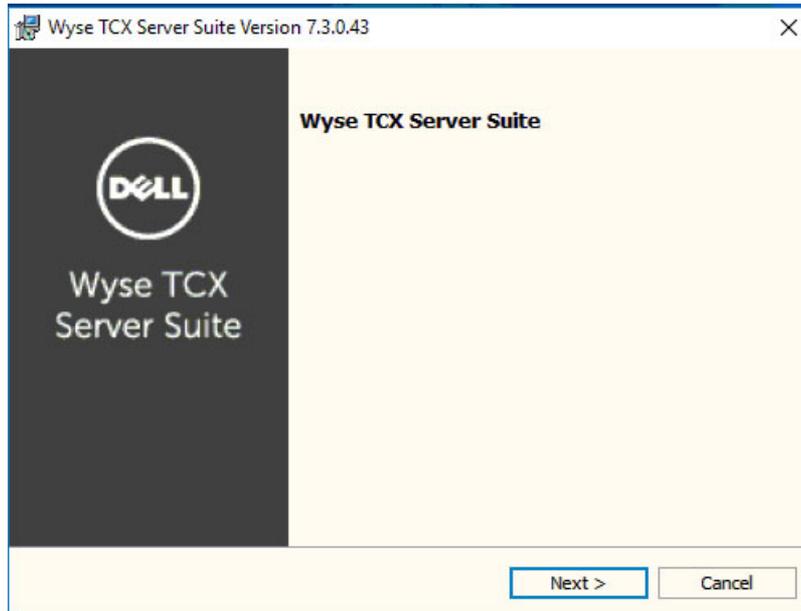


Figure 1. Wyse TCX Server Suite

- 3 Click **Next**.
The **Licence Agreement** dialog box is displayed.
- 4 Select the **I accept the terms in the Licence agreement**, and click **Next**.



Figure 2. License Agreement

The **Licence Agreement** dialog box is displayed.



NOTE:

- In case of Evaluation, The **Evaluation version** of Wyse TCX Server Suite Version 7.3.0.xx lasts for **30 days** and the following screen is displayed.

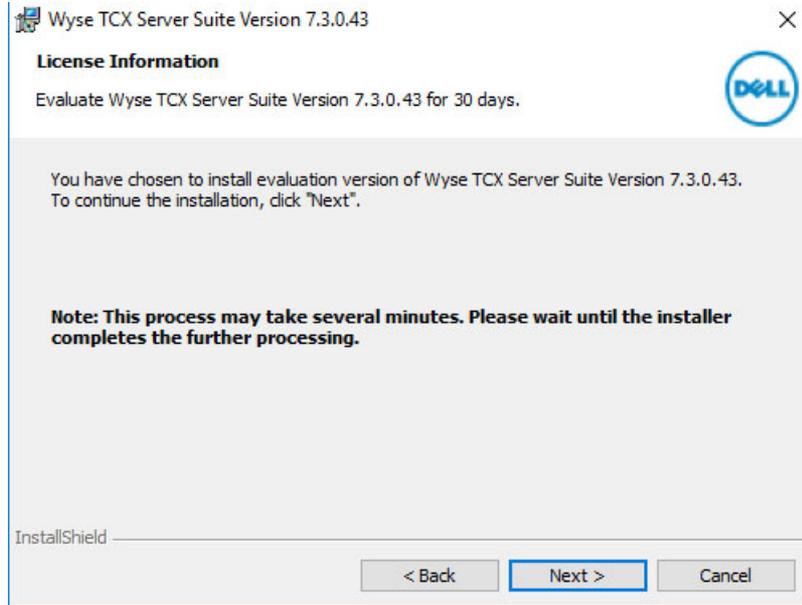


Figure 3. License Information

- In case of Production, the **Licence Information** screen is displayed. Enter the Licence Key, and click **Next**.

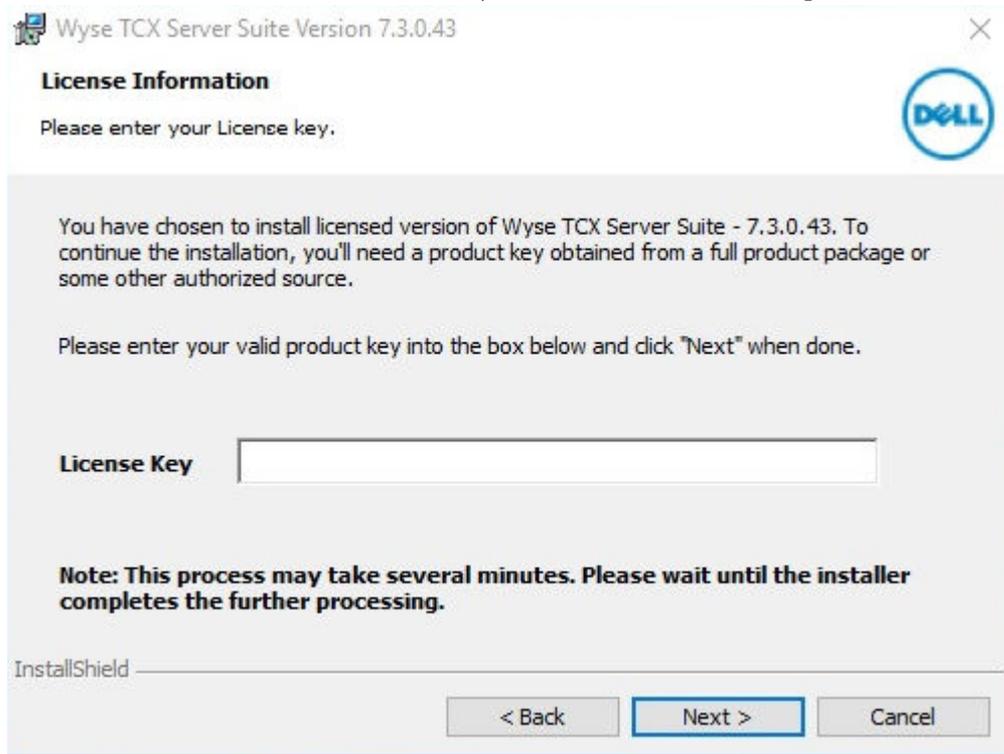


Figure 4. Licence Information

- 5 Click **Next**. The **Setup Type** dialog box is displayed.



In the **Setup Type** dialog box, there are two types of installation modes. You can select any one of them to continue the installation process.

To proceed the installation process using **Typical Install** mode, complete the following tasks:

- a Select **Typical Install** option and click **Next**.

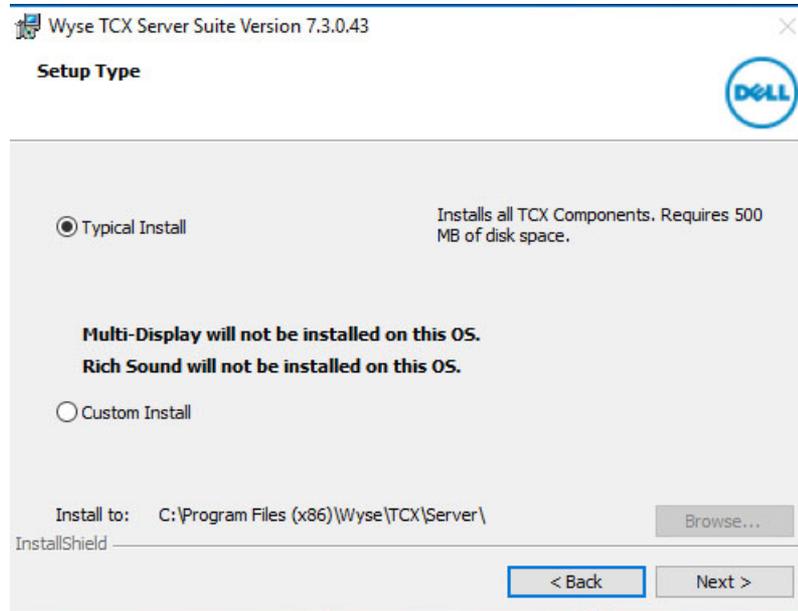


Figure 5. Setup Type

NOTE:

- Multi-Display is not installed on the OS.
- Rich sound is not installed on the OS.
-

- b The **Summary** is displayed. It provides the summary of installation process. Click **Install**.

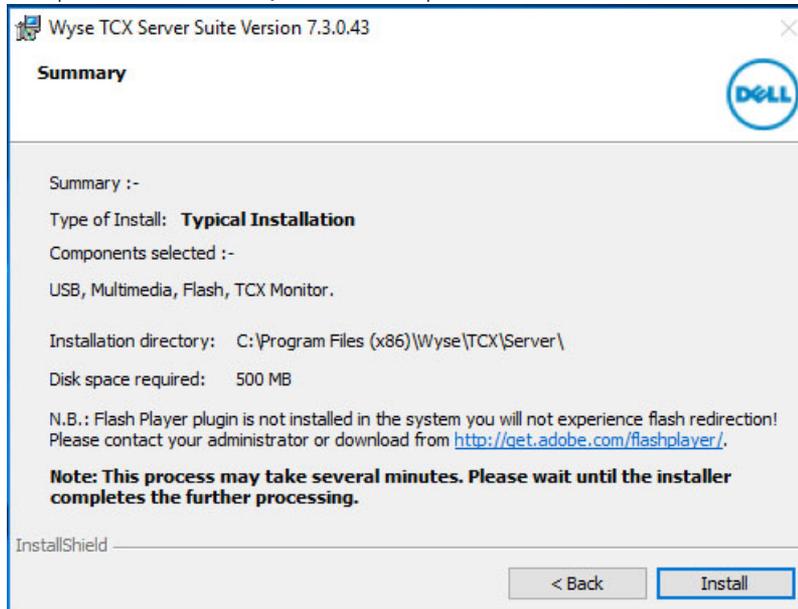


Figure 6. Summary



NOTE: If Adobe Flash player is not installed in the system, then N.B. message is displayed on the installer window.

To proceed the installation process using **Custom Install** mode, do the following:

- a Select **Custom Install**, and click **Next**.

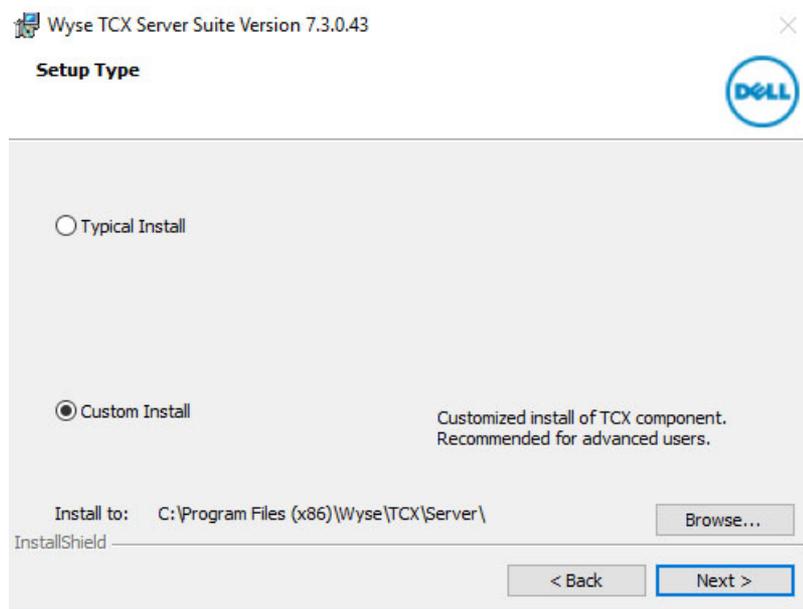


Figure 7. Setup Type

NOTE: It enables the **Browse** tab, you can choose the path to install the component. It is a customized installation process of TCX components and it is recommended for advanced user.

- b The **Custom Setup** screen is displayed. Select the TCX components you would like to install, and click **Next**.

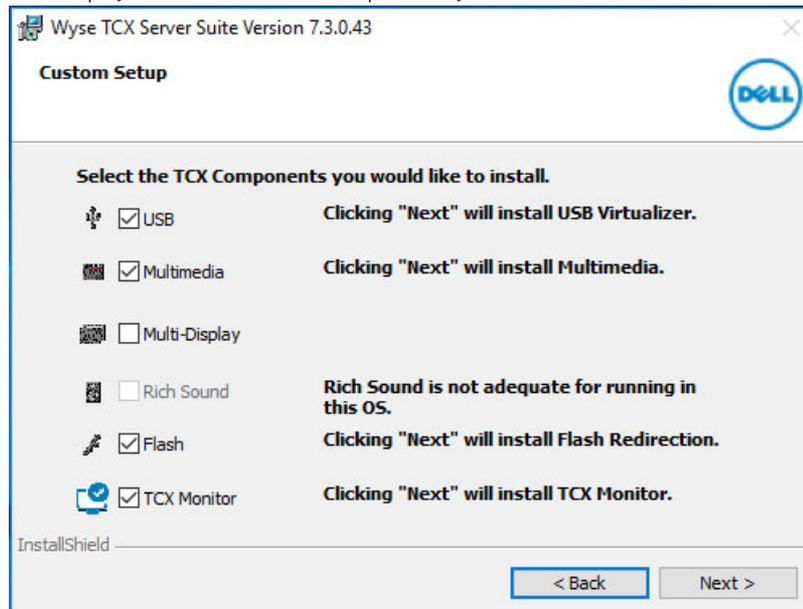


Figure 8. Custom Setup

- c The **Summary** is displayed. It provides the summary of installation process. Click **Install**.



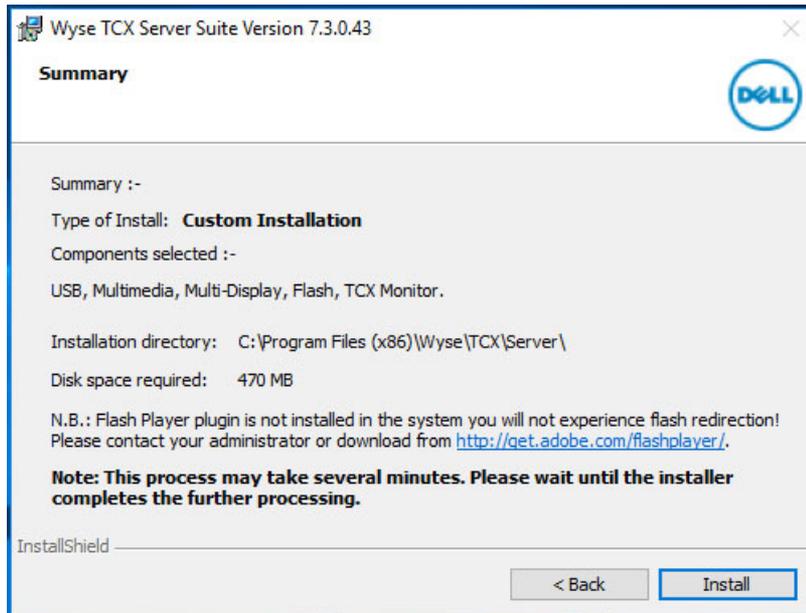


Figure 9. Summary

① | **NOTE:** If Adobe Flash player is not installed in the system, then N.B. message is displayed on the screen.

- 6 The **Installing Wyse TCX Server Suite** screen is displayed. It shows the progress of installation process.

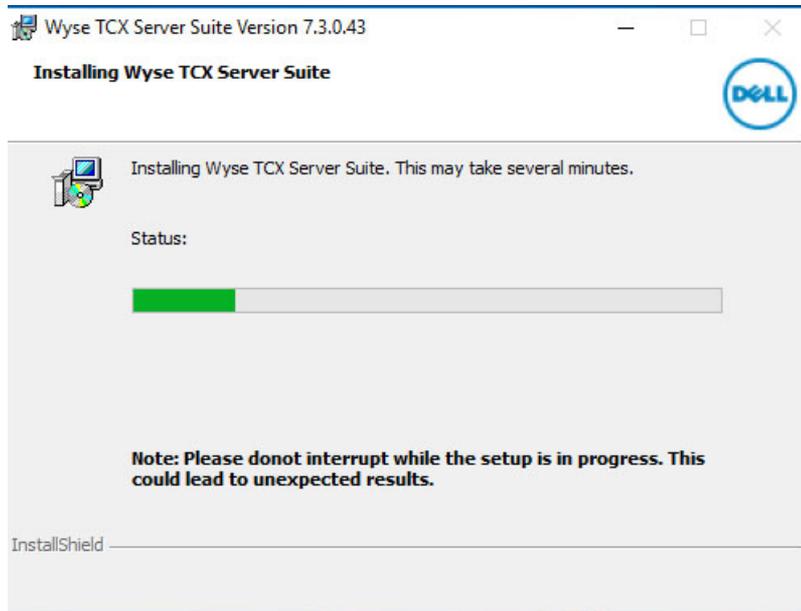


Figure 10. Installing Wyse TCX Server Suite

① | **NOTE:** Do not interrupt while the process is in progress. This may lead to unexpected results.

- 7 The **Windows Security** dialog box is displayed. Select the **Always trust software from “Wyse Technology LLC”**. option and click **Install**.



Figure 11. Windows Security

- 8 The **Install Complete** screen is displayed. It shows the list of installed TCX components on your system. Click **Finish**.

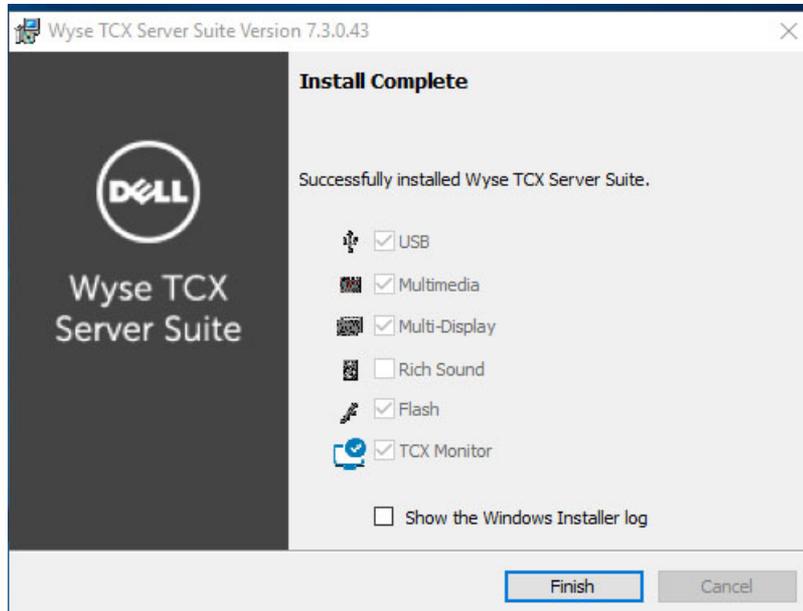


Figure 12. Installation Complete

If you select **Show the Windows Installer Log**, you can see the log.

Performing a Silent Installation on the Server

In a silent installation, you use the command prompt to install the TCX components. The silent installation process performs a complete Typical installation and Custom installation of the product.

NOTE: The Licence key is only used for TCX Server Suite Production installation.

To perform a silent installation and interactive installation of 64-bit or 32-bit TCX Server Suite, complete the following task:

- 1 Download the software from **Registration, Licenses, and Downloads** page on the Self Service Center at <http://www.dell.com/wyse/registration>.



The msi file that you want to download could be either **Wyse TCX Server Suite_prod32.msi** for a server with a 32-bit OS, or **Wyse TCX Server Suite_prod64.msi** for a server with a 64-bit OS and **TCX_Suite_Utility.exe**.

NOTE: Make sure the TCX Suite msi is present in same location as the TCX_Suite_Utility.exe file.

- 2 After completing the download, open the **Command Prompt** window in administrator mode on the system.
- 3 On the command prompt window, navigate to the folder where you have downloaded the **.msi** file. Enter the following command:


```
TCX_Suite_Utility.exe /hide_progress <Mode of install> <Type of installer> <Components to be installed> LICENSE_KEY=<25-digit license key that you downloaded>
```
- 4 To install the components, do the following:
 - a Mode of install Values are:
 - Silent – for Silent mode of installation.
 - b Type of installer: For installing type of installer, values are:
 - Eval32 - For TCX Server Suite Evaluation 32bit.
 - Eval64 - For TCX Server Suite Evaluation 64bit
 - Prod32 - For TCX Server Suite Production 32bit
 - Prod64 - For TCX Server Suite Production 64bit
 - c Components to be installed:
 - FLASH=1 – For installing Flash.
 - MDS=1 – For installing MDS.
 - MMR=1 – For installing MMR.
 - RS=1 – For installing RS.
 - USB=1 – For installing USB.
 - MAT=1 – For installing MAT tool.

The TCX components are installed.

TCX Client Installation Matrix

The following tables provide the details of the Client OS and the TCX features that can be installed, or in built, or are not supported.

Client Installation (32-bit)

Table 6. Client Installation

Client OS	TCX Flash Acceleration	TCX Flash Redirection	TCX Multi-display	TCX Multimedia	TCX Rich Sound	TCX USB Virtualizer
WES7 32-bit	Yes	Yes	Yes	Yes	Yes	Yes
ThinOS	Built in	Supported (From Build 8.3 on Dell Wyse 5060 Thin Client)	Built in	Built in	Built in	Built in

NOTE: The 64-bit TCX installer will install both 32-bit and 64-bit binaries.



Client Installation (64-bit)

Table 7. Client Installation

Client OS	TCX Flash Acceleration	TCX Flash Redirection	TCX Multi-display	TCX Multimedia	TCX Rich Sound	TCX USB Virtualizer
WES7p 64-bit	Not supported	Yes	Not supported	Not supported	Not supported	Yes
WE8S 64-bit	Not supported	Yes	Not supported	Not supported	Not supported	Yes

Performing a Client Suite Interactive Installation

The TCX Client Installer supports both 32-bit and 64-bit client operating systems. You can install a 32-bit installer package on a 32-bit client OS to run 32-bit remote desktop clients and 64-bit installer package on a 64-bit client OS to run 64-bit remote desktop clients. For more information, see the [TCX Client Installation Matrix](#).

① **NOTE:** Quest USB redirection and TCX USB redirection are mutually exclusive. If you plan to use TCX USB redirection, then uninstall the Quest add-on or stop the Quest USB HUB Client Service.

To perform a Interactive installation on the client, do the following:

- 1 Log in as an administrator, and disable the **File Based Write Filter**.
- 2 Restart the client, and log in as an administrator.
You can disable the File Based Write Filter by double clicking on the **FBWF Disable** icon on the client desktop.
- 3 To download the client software, do the following:
 - a Go to the www.dell.com/wyse/support.
 - b Click **Software Downloads**.
 - c Expand the list next to **Product Downloads Active**.
 - d Select your cloud client model, and click **Search**.
 - e On the resulting page, scroll down to the **Firmware Addons** section, and click **Wyse TCX 7.3 Client** file to download the software and save it in shared location or file.
The downloaded package includes the msi file:
 - **Wyse TCX Client Suite.msi**, for a client with a 32-bit OS.
 - **Wyse TCX Client Suite_64.msi**, for a client with a 64-bit OS.
- 4 Double-click the downloaded **Wyse TCX Client Suite.msi** or **Wyse TCX Client Suite_64.msi** to start the installation process.
The **Wyse TCX Client Suite Version 7.3.0.xx** welcome screen is displayed.



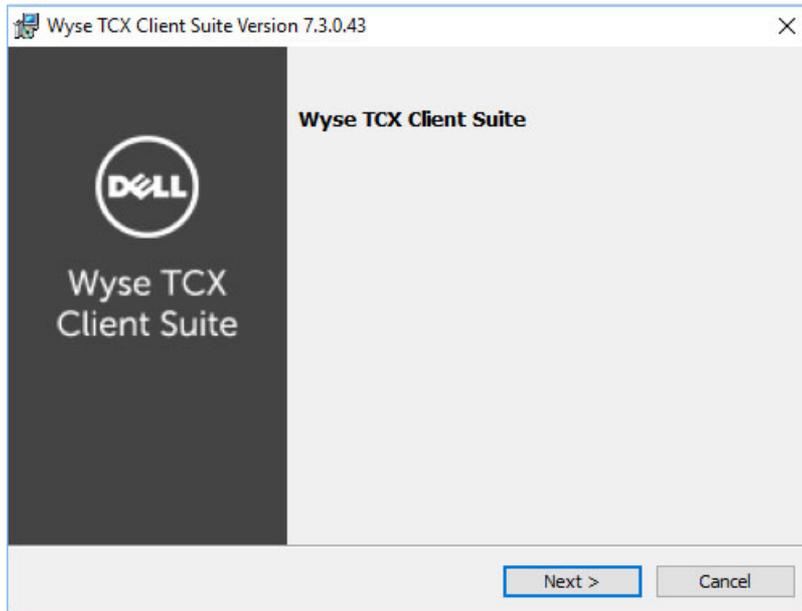


Figure 13. Wyse TCX Client Suite

- 5 Click **Next** to start the installation process.
The **Licence Agreement** dialog box is displayed.
- 6 Select the **I accept the terms in the Licence agreement**, and click **Next**.

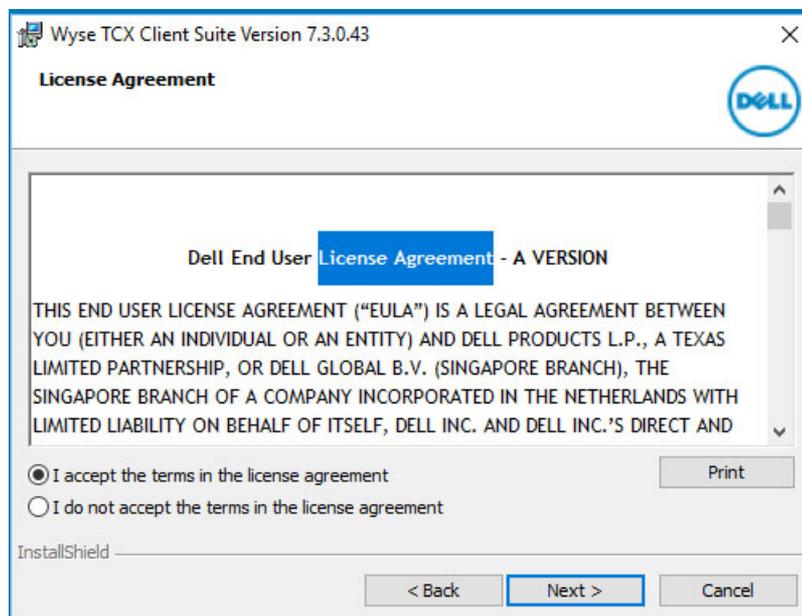


Figure 14. License Agreement

- 7 Click **Next**. The **Setup Type** dialog box is displayed.
In the **Setup Type** dialog box, there are two types of installation modes. you can select any one of them to continue the installation process.

To proceed the installation process using **Typical Install** mode, do the following:

- a Select **Typical Install**, and click **Next**.



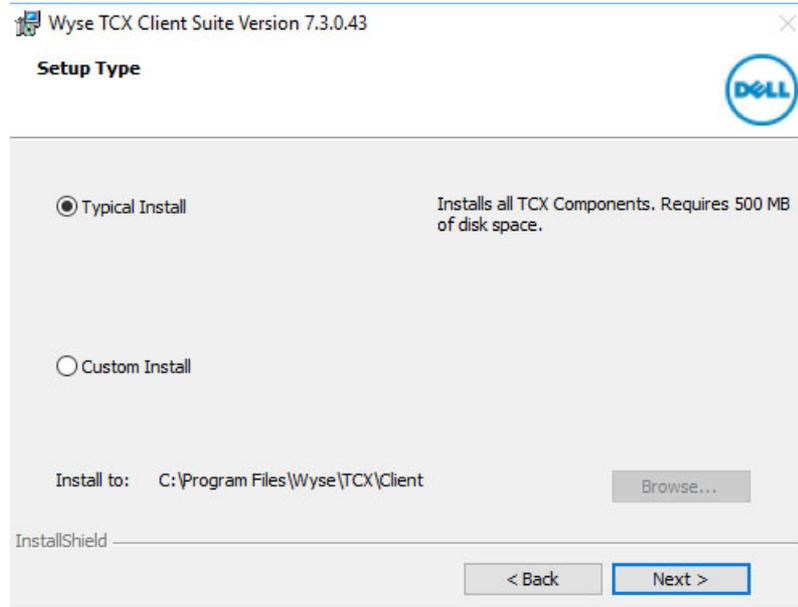


Figure 15. Setup Type

- b The **Summary** is displayed. It provides the summary of installation process. Click **Install**.

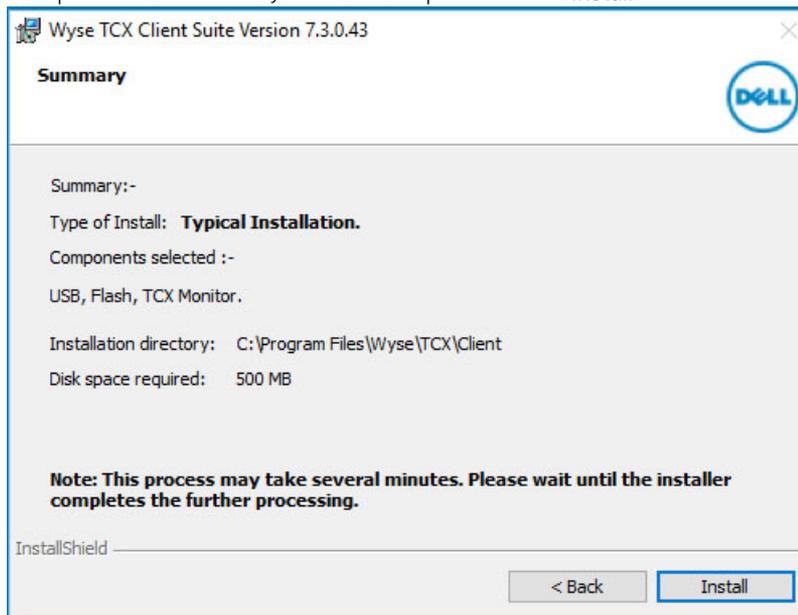


Figure 16. Summary

① **NOTE:** If Adobe Flash player is not installed in the system, then N.B. message is displayed on the screen.

To proceed the installation process using **Custom Install** mode, do the following:

- a Select **Custom Install**, and click **Next**.

① **NOTE:** It enables the **Browse** tab. you can choose the path to install the component. It is a customized installation process of TCX components and it is recommended for advanced user.

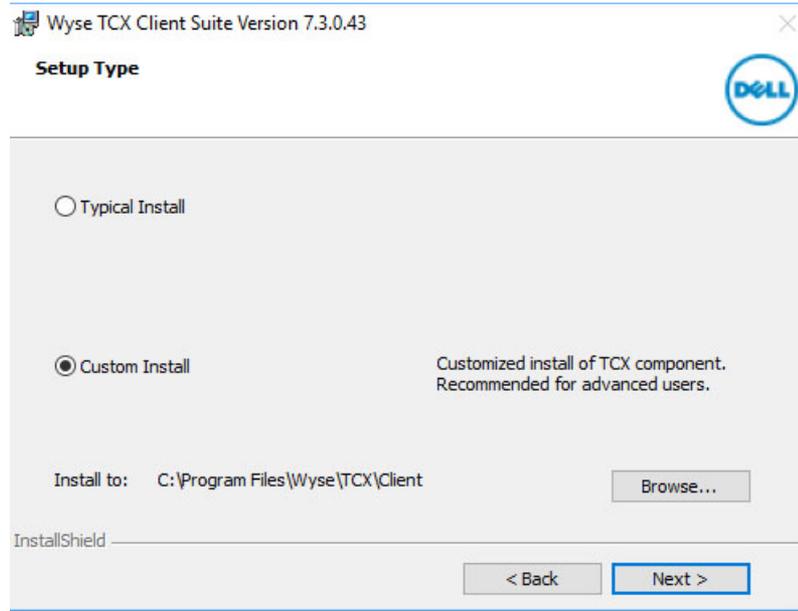


Figure 17. Setup Type

- b The **Custom Setup** screen is displayed. Select the TCX components you would like to install, and click **Next**.

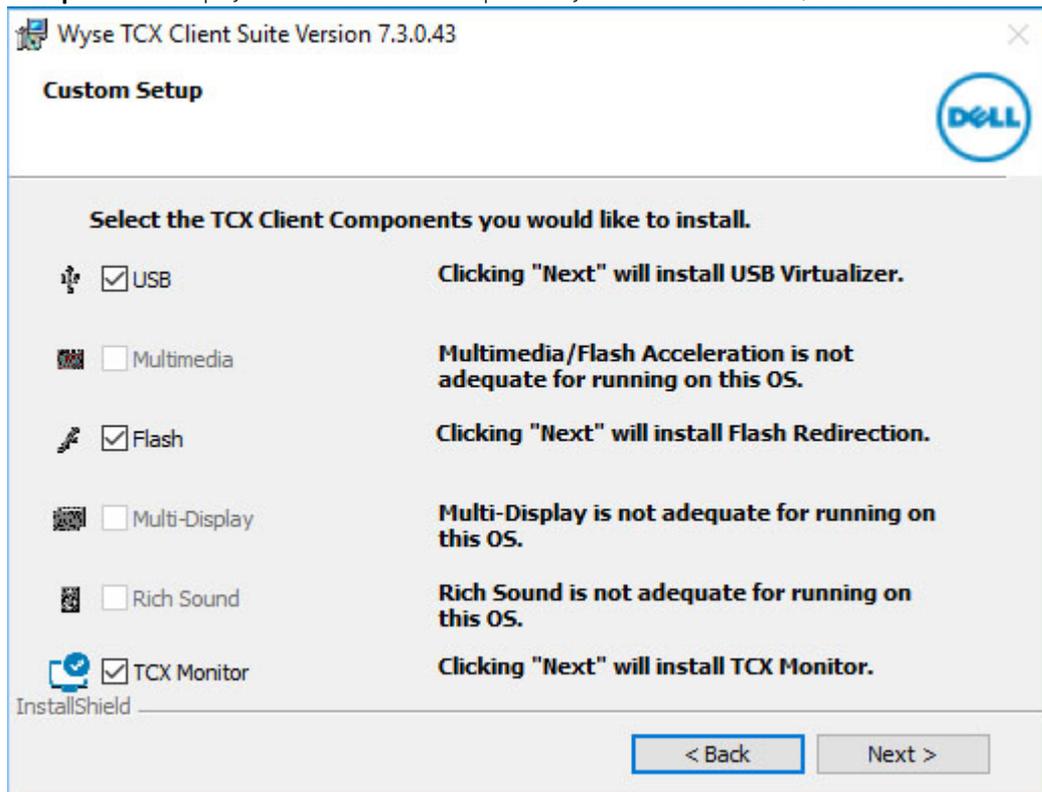


Figure 18. Custom Setup

- c The **Summary** is displayed. It provides the summary of installation process. Click **Install**.



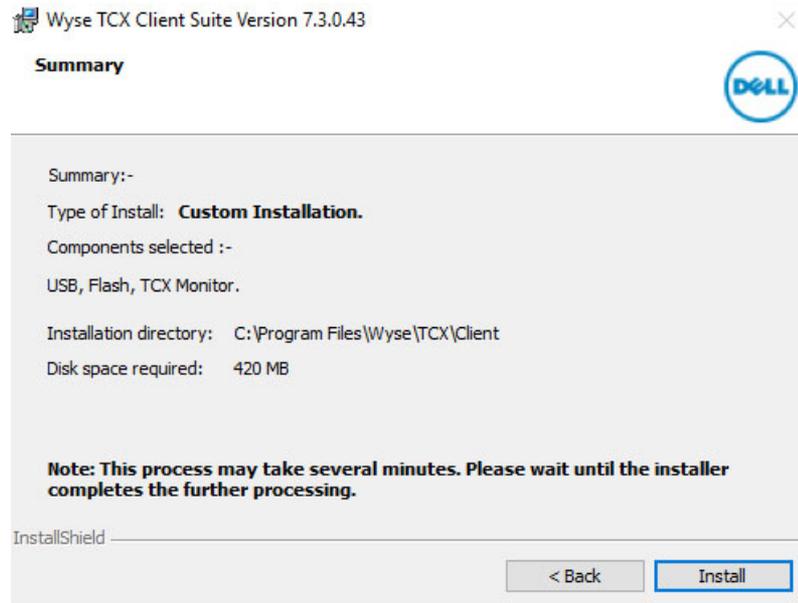


Figure 19. Summary

NOTE: If Adobe Flash player is not installed in the system, then N.B. message is displayed on the installer window.

- 8 The **Installing Wyse TCX Client Suite** screen is displayed. It shows the progress of installation process.

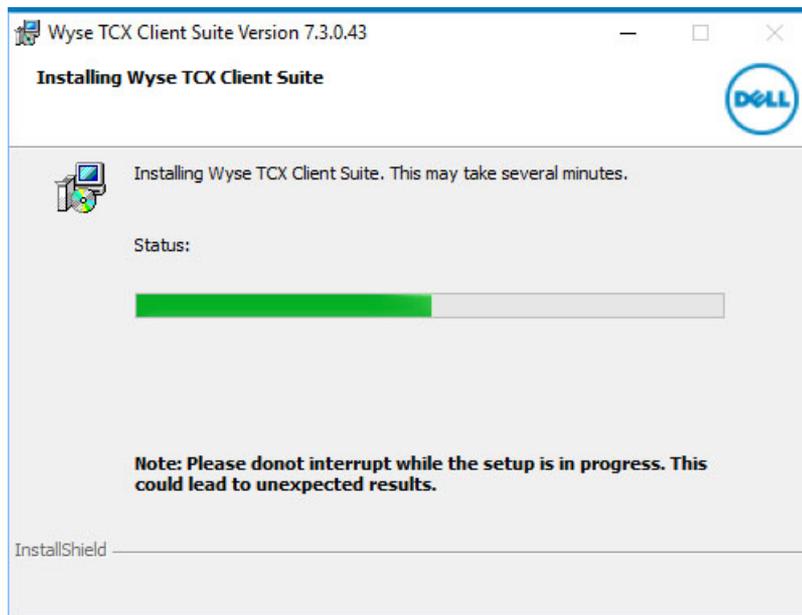


Figure 20. Installing Wyse TCX Client Suite

NOTE: Do not interrupt while the process is in progress. This may lead to unexpected results.

- 9 The **Windows Security** dialog box is displayed. Select the **Always trust software from “Wyse Technology LLC”** and then click **Install**.



10 The **Install Complete** screen is displayed. It shows the list of installed TCX components on your system. Click **Finish**.

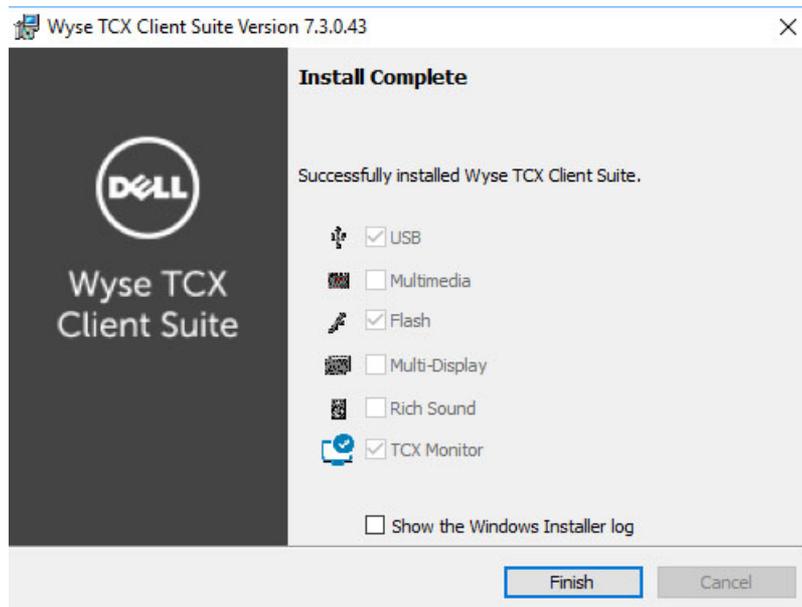


Figure 21. Installation Complete

If you select **Show the Windows Installer Log**, you can see the log.

Performing a Silent Installation on the Client

To perform a silent installation on the client, do the following:

- 1 Log in as an administrator, and disable the **File Based Write Filter**.
- 2 Restart the client, and log in as an administrator.
- 3 To download the client software, do the following:
 - a Go to the [Dell Wyse Support Site](#)
 - b Click **Software Downloads**.
 - c Expand the list next to **Product Downloads Active**.
 - d Select your cloud client model, and click **Search**.
 - e On the resulting page, scroll down to the **Firmware Addons** section. click the file name **Wyse TCX Suite 7.3 Client** to download the software to the external USB drive on the client to which you will install the software.

The msi file that you want to download could be either **Wyse TCX Client Suite.msi** for a client with a 32-bit OS, or **Wyse TCX Client Suite_64.msi** for a client with a 64-bit OS and **TCX_Suite_Utility.exe**.

NOTE: Make sure the TCX Suite msi is present in same location as the TCX_Suite_Utility.exe file.

- 4 Extract **.msi** from the zip file to the desktop of the client.
- 5 Open the **Command Prompt** window in administrator mode on the system.
- 6 On the command prompt window, navigate to the folder where you have extracted the **.exe** file. Enter the following command:

```
TCX_Suite_Utility.exe /hide_progress <Mode of install> <Type of installer> <Components to be installed>
```
- 7 To install the components, do the following:
 - a Mode of install Values are:
 - Silent – for Silent mode of installation.
 - b Type of installer: For installing type of installer, values are:
 - Client32 – For TCX Client Suite 32bit.
 - Client64 – For TCX Client Suite 64bit.
 - c Components to be installed:
 - FLASH=1 – For installing Flash.
 - MDS=1 – For installing MDS.
 - MMR=1 – For installing MMR.
 - RS=1 – For installing RS.
 - USB=1 – For installing USB.
 - MAT=1 – For installing MAT tool.
- 8 After the installation is complete, enable the Write Filter and restart the system.

Modifying Wyse TCX Server Suite

You can Modify, Change, and Add or Remove the Wyse TCX Server Suite components during this process. To Modify, Change, and Add or Remove the Wyse TCX Server Suite components, do the following:

- 1 Double-click the **Wyse TCX Server Suite Version 7.3.0.xx** file.
 - NOTE:** You can also perform the same task as mentioned below:
 - a Go to **Start > Control Panel > Programs > Programs and Features**.
 - b Select the TCX Server suite and click **Change**.
- 2 The **Wyse TCX Server Suite** dialog box is displayed. This is to modify, repair, or remove Wyse TCX Server Suite, click **Next**.
- 3 The **Program Maintenance** screen is displayed.



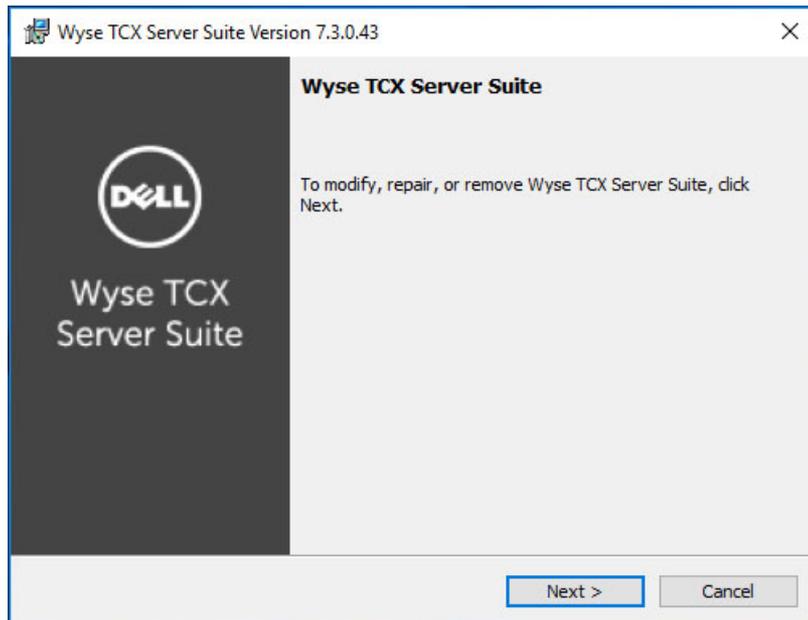


Figure 22. Wyse TCX Server Suite

- 4 Select **Add or Remove Components**, and click **Next**.
- 5 Select the TCX components you would like to install and Deselect the TCX Components you would like to remove, and click **Next**.

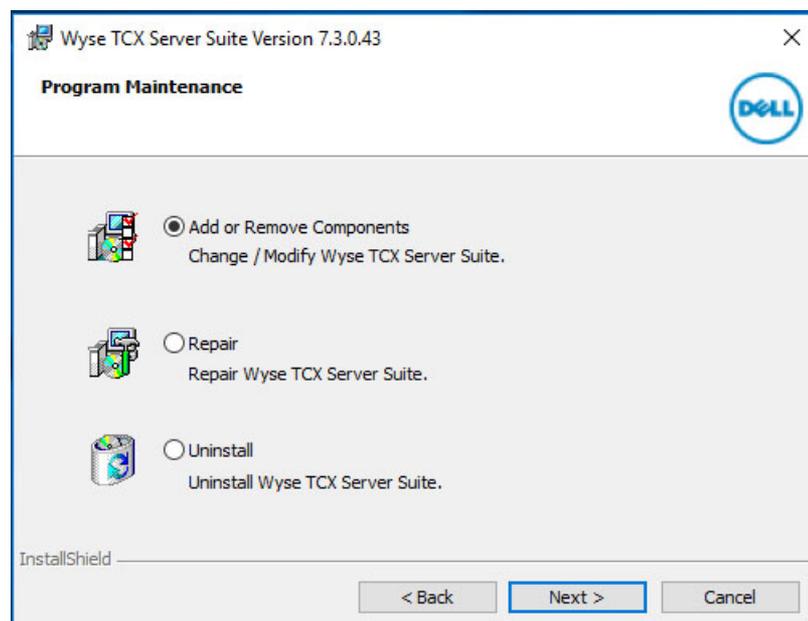


Figure 23. Program Maintenance

- 6 The **Modifying Wyse TCX Server Suite** dialog box displays the progress bar.

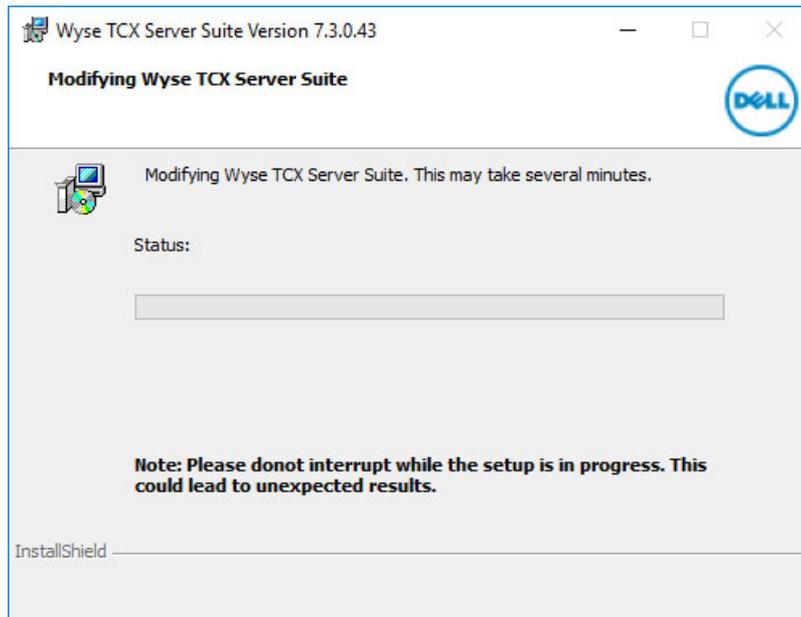


Figure 24. Modifying Wyse TCX Server Suite

- 7 The **Modify Complete** dialog box is displayed. Click **Finish**.

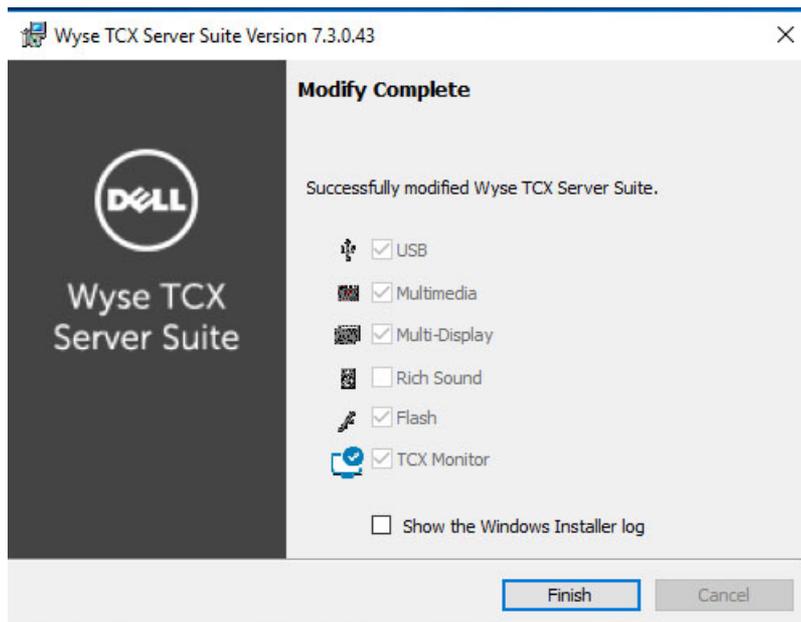


Figure 25. Modify Complete

Modifying Wyse TCX Client Suite

You can Modify, Change, and Add or Remove the Wyse TCX Client Suite components during this process. To Modify, Change, and Add or Remove the Wyse TCX Client Suite components, do the following:

- 1 Double-click the **Wyse TCX Client Suite Version 7.3.0.xx** file.



NOTE: You can also perform the same task as mentioned below:

- a Go to **Start > Control Panel > Programs > Programs and Features**.
 - b Select the TCX Client suite, and click **Change**.
- 2 The **Wyse TCX Client Suite** dialog box is displayed. This is to modify, repair, or remove Wyse TCX Client Suite, click **Next**.

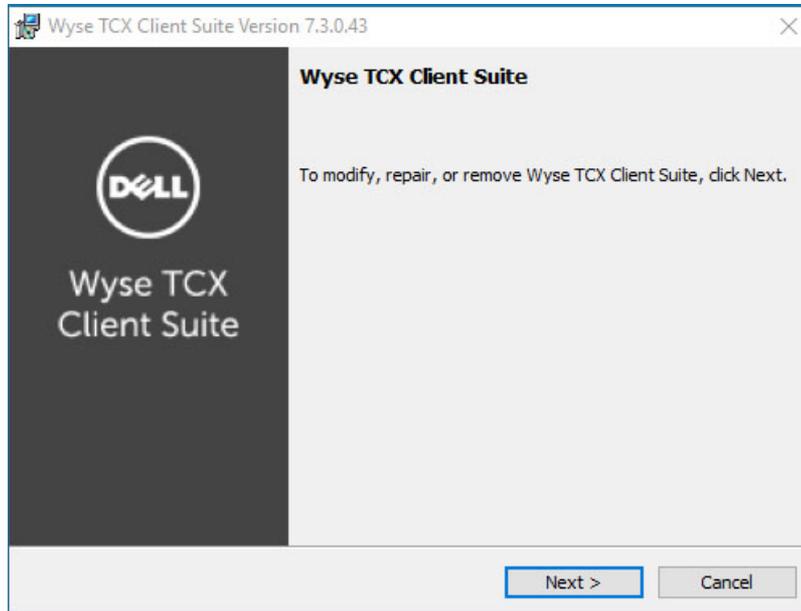


Figure 26. Wyse TCX Client Suite

- 3 The **Program Maintenance** screen is displayed.

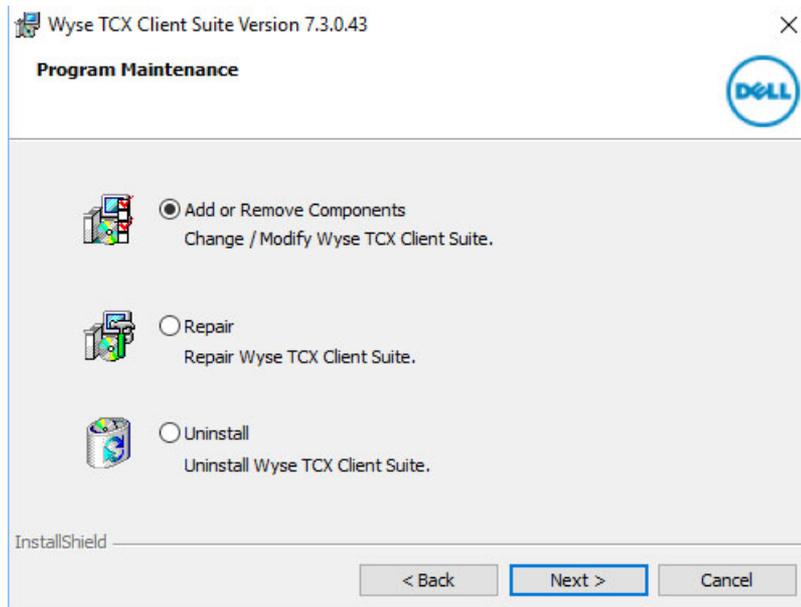


Figure 27. Program Maintenance

- 4 Select **Add or Remove Components**, and click **Next**.
- 5 Select the TCX components you would like to install and Deselect the TCX Components you would like to remove, and click **Next**.



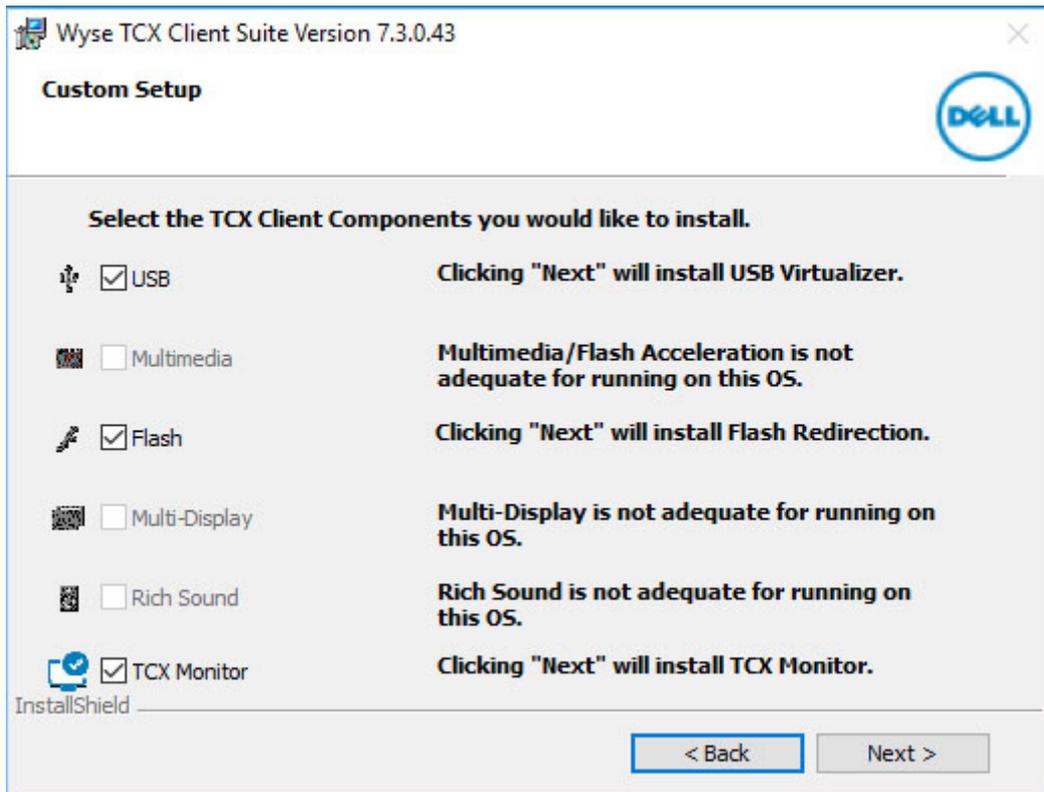


Figure 28. TCX components

- 6 The **Modifying Wyse TCX Client Suite** dialog box displays the progress bar.

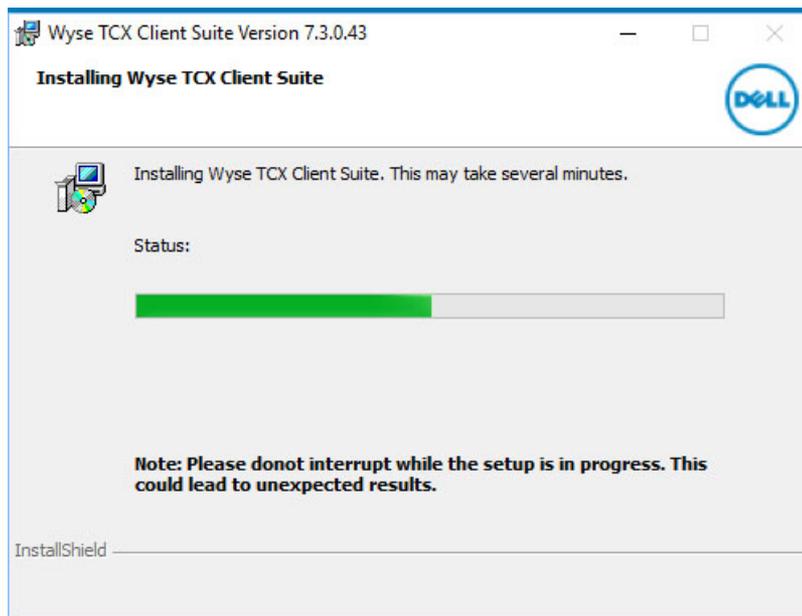


Figure 29. Modifying Wyse TCX Client Suite

- 7 The **Modify Complete** dialog box is displayed. Click **Finish**.

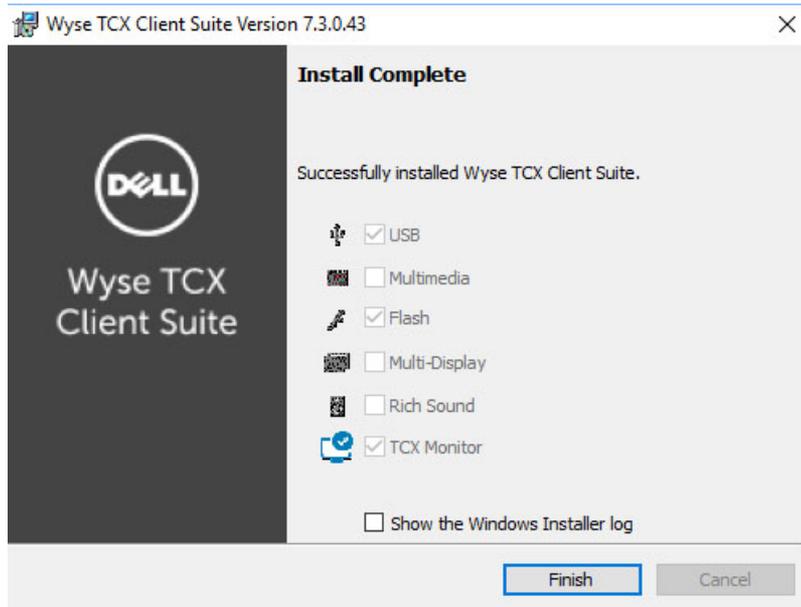


Figure 30. Modify Complete

Performing a Server Suite Interactive Uninstallation

To uninstall the **Wyse TCX Server Suite Version 7.3.0.xx** from the system, complete the following task:

- 1 Double-click the **Wyse TCX Server Suite Version 7.3.0.xx** file.
- 2 The **Wyse TCX Server Suite** dialog box is displayed. This is to modify, repair, or remove Wyse TCX Server Suite, click **Next**.

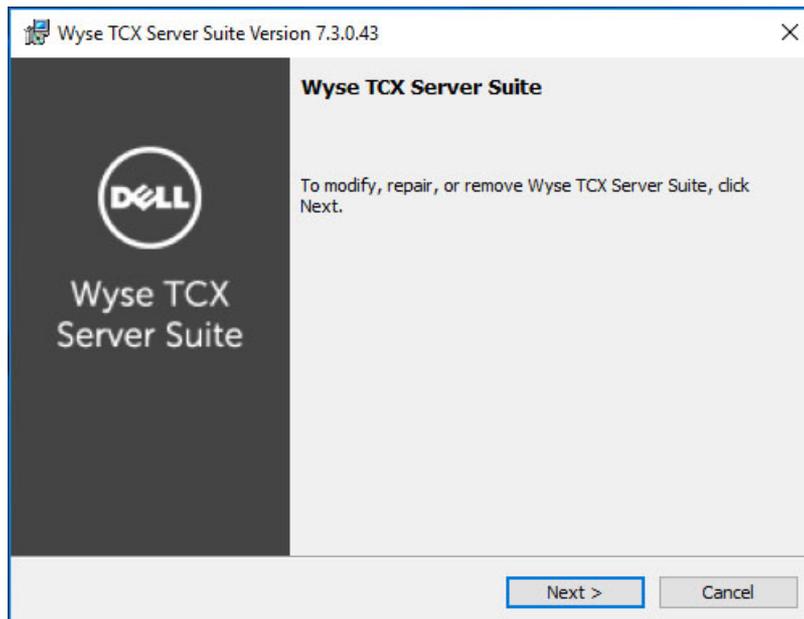


Figure 31. Wyse TCX Server Suite

- 3 The **Program Maintenance** screen is displayed.

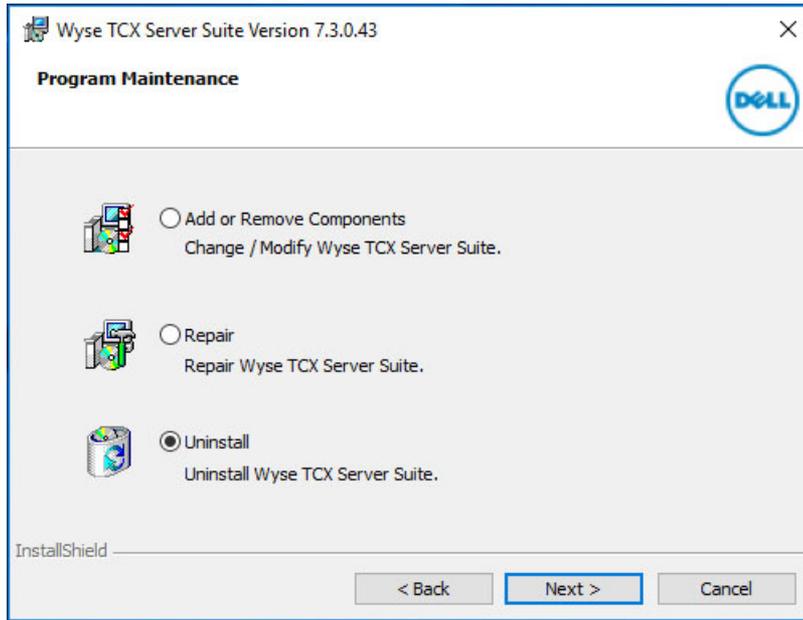


Figure 32. Program Maintenance

- 4 Click **Uninstall** to uninstall the **Wyse TCX Server Suit Version 7.3.0.xx**.

NOTE: Select **Preserve USB Database Settings** before performing the uninstallation process as it preserves the existing USB settings even after uninstalling the server.

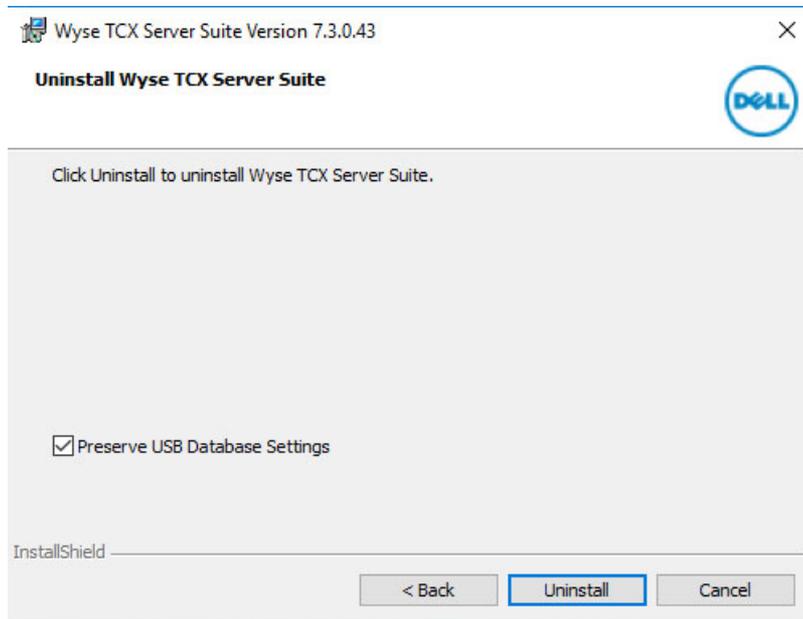


Figure 33. Uninstall Wyse TCX Server Suite

- 5 The **Uninstalling Wyse TCX Server Suite** dialog box displays the progress bar.

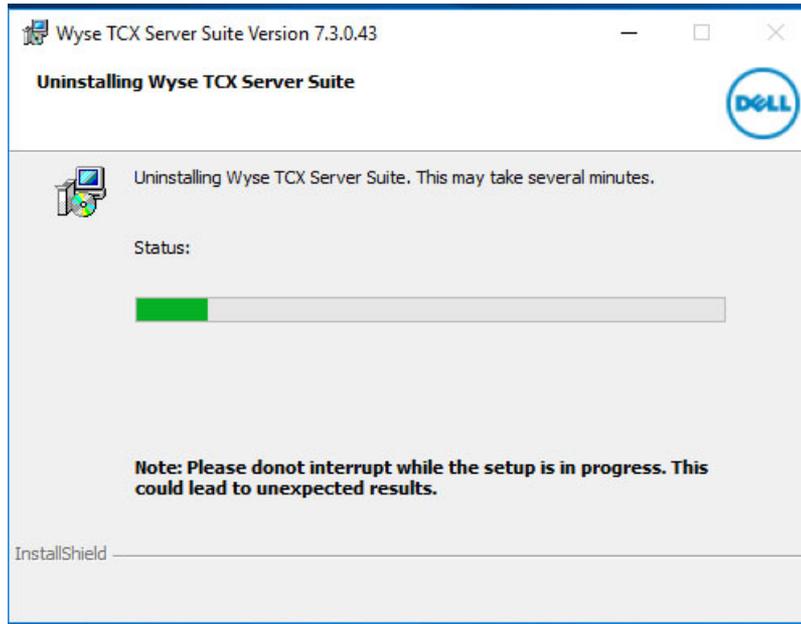


Figure 34. Uninstalling Wyse TCX Server Suite

- 6 The **Uninstall Complete** dialog box is displayed. Click **Finish**.

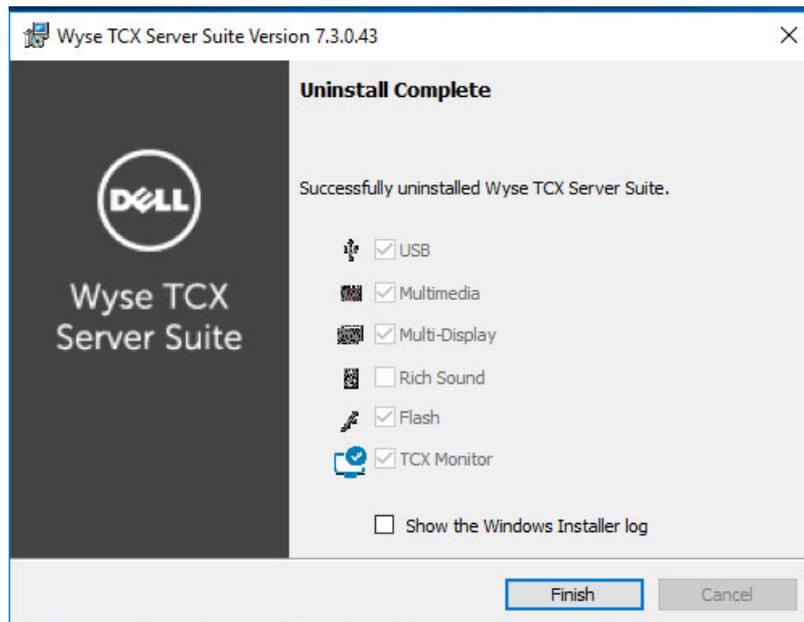


Figure 35. Uninstall Complete

NOTE: You can also perform the following task mentioned here to uninstall the Wyse TCX Server Suite:

- a Navigate to **Control Panel** page.
- b Select **Programs > Programs and Features**.
- c To uninstall a **Wyse TCX Server Suite**, select it from the list and click **Uninstall**.

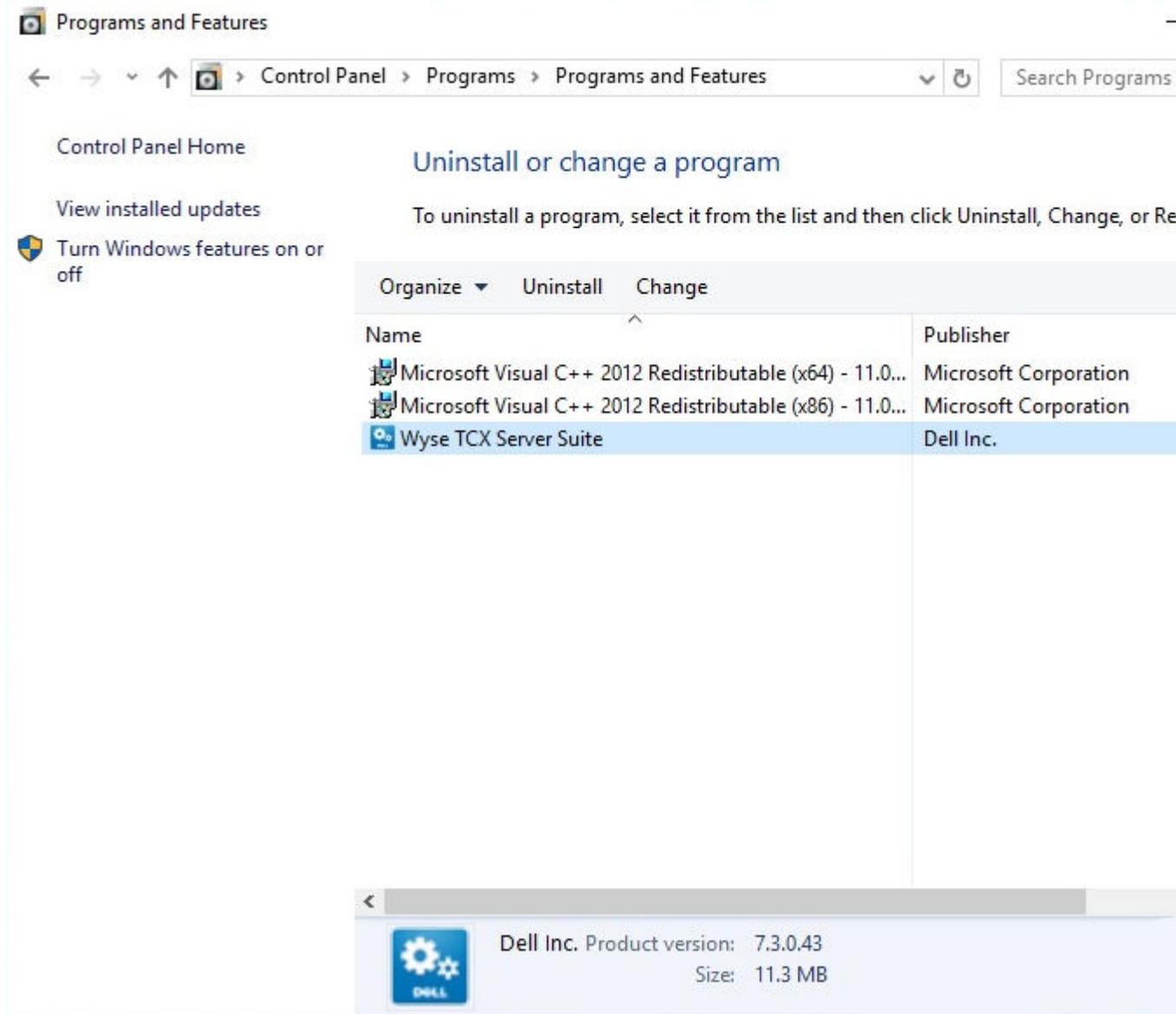


Figure 36. Control Panel

Performing a Silent Installation on the Client

To perform a silent installation on the client, do the following:

- 1 Log in as an administrator, and disable the **File Based Write Filter**.
- 2 Restart the client, and log in as an administrator.
- 3 To download the client software, do the following:
 - a Go to the [Dell Wyse Support Site](#)
 - b Click **Software Downloads**.
 - c Expand the list next to **Product Downloads Active**.



- d Select your cloud client model, and click **Search**.
- e On the resulting page, scroll down to the **Firmware Addons** section. click the file name **Wyse TCX Suite 7.3 Client** to download the software to the external USB drive on the client to which you will install the software.

The msi file that you want to download could be either **Wyse TCX Client Suite.msi** for a client with a 32-bit OS, or **Wyse TCX Client Suite_64.msi** for a client with a 64-bit OS and **TCX_Suite_Utility.exe** .

NOTE: Make sure the TCX Suite msi is present in same location as the TCX_Suite_Utility.exe file.

- 4 Extract **.msi** from the zip file to the desktop of the client.
- 5 Open the **Command Prompt** window in administrator mode on the system.
- 6 On the command prompt window, navigate to the folder where you have extracted the **.exe** file. Enter the following command:

```
TCX_Suite_Utility.exe /hide_progress <Mode of install> <Type of installer> <Components to be installed>
```
- 7 To install the components, do the following:
 - a Mode of install Values are:
 - Silent – for Silent mode of installation.
 - b Type of installer: For installing type of installer, values are:
 - Client32 – For TCX Client Suite 32bit.
 - Client64 – For TCX Client Suite 64bit.
 - c Components to be installed:
 - FLASH=1 – For installing Flash.
 - MDS=1 – For installing MDS.
 - MMR=1 – For installing MMR.
 - RS=1 – For installing RS.
 - USB=1 – For installing USB.
 - MAT=1– For installing MAT tool.
- 8 After the installation is complete, enable the Write Filter and restart the system.

Performing a Silent Uninstallation on the Server

To perform a silent uninstallation, do the following:

- 1 Open the **Command Prompt** window in administrator mode on the system.
- 2 On the command prompt window, navigate to the folder where you have downloaded the **.msi** file.
- 3 Enter the following command:

```
msiexec /x <msi name> /qn
```
- 4 The system restarts automatically once the uninstallation process is completed.

Performing a Silent Uninstallation on the Client

To perform a silent uninstallation on the client, do the following:

- 1 Log in as an administrator, disable the **File Based Write Filter**, restart the client, and then log in back as an administrator.
- 2 Open the **Command Prompt** window in the administrator mode on the system.
- 3 On the command prompt window, navigate to the folder where you have extracted the **.msi** file.
- 4 Enter the following command:

```
msiexec /x <msi name> /qn
```
- 5 The system restarts automatically once the uninstallation process is completed. Enable the Write Filter after restarting the system.

Upgrading Wyse TCX Server Suite

The process is used to upgrade the TCX suite to the latest available version. The setup detects the previous version of the TCX components installed on the system and upgrades the components to **Wyse TCX Server Suite 7.3.0.xx** components. The Upgrade is supported only from the last two released version, such as TCX 7.3.0.xx.

To upgrade the TCX components on your system, complete the following task:

- 1 On the system where the TCX Server Suite 7.3.0.xx is installed, double-click the file **Wyse TCX Server Suite_prod32** of version 7.3.0.xx.

The **Wyse TCX Server Suite 7.3.0.xx** dialog box is displayed with **User Account Control (UAC)** settings.

- NOTE:** If the User Account Control (UAC) setting in the system is turned ON, it prevents the TCX suite upgrade. Click **Yes** to turn Off the UAC and the restart the system to continue with the process. Once the system gets restarted, the TCX suite upgrade continues automatically.

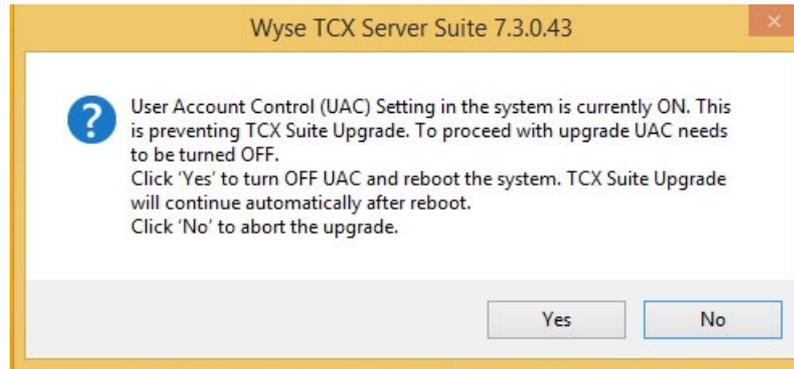


Figure 37. User Account Control (UAC)

- 2 The **Upgrading Wyse TCX Server Suite 7.3.0.xx** dialog box is displayed. Select **Preserve USB Database Settings** before performing the upgrading process as it preserves the existing USB and restores them back after upgrade is completed. Click **Upgrade**.

The setup detects the previous version of TCX components installed on the system.

- NOTE:** During upgrade process, the setup will first uninstall existing TCX components from the system. The system restarts automatically if required. The setup resumes installing Wyse TCX Server Suite latest version automatically only once you log in after restart.

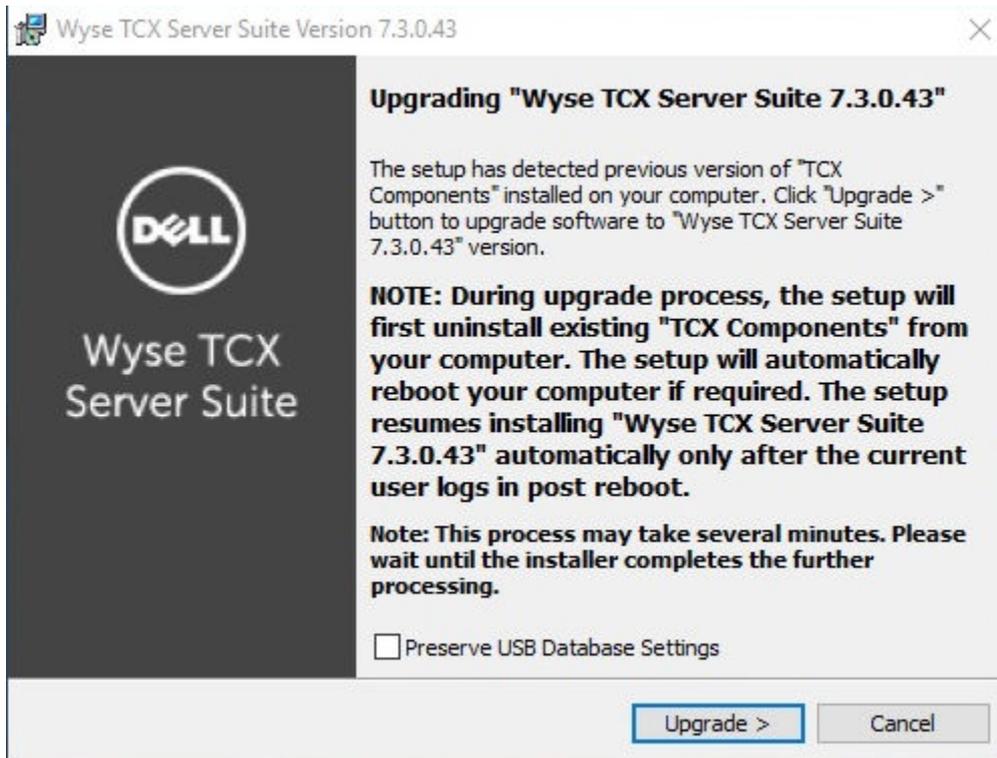


Figure 38. Upgrading Wyse TCX Server Suite

- 3 The **Setup Type** dialog box is displayed.
In the **Setup Type** dialog box, there are two types of upgrading modes. You can select any one of them to continue the installation process.

To proceed the installation process using **Typical Install** mode, complete the following task:

- a Select **Typical Install** option and click **Next**.

① | **NOTE: Multi-Display and Rich sound is upgraded on supported platforms.**

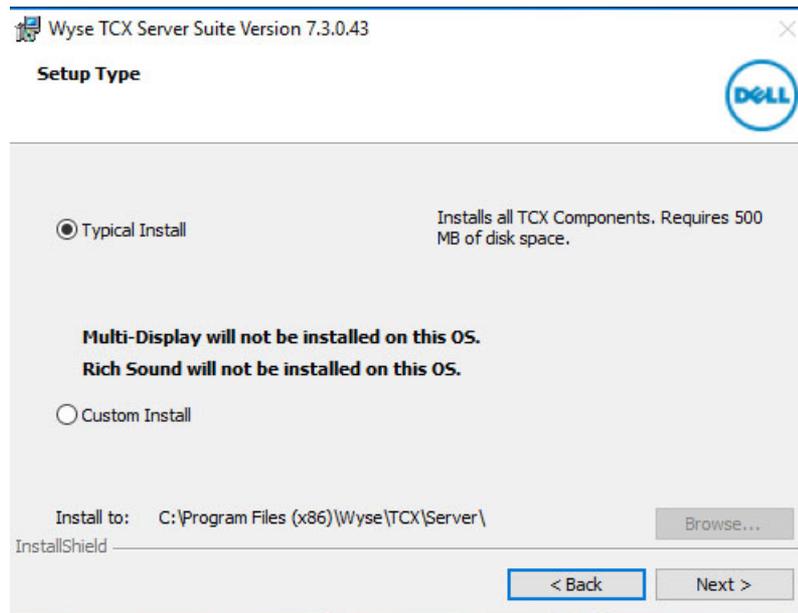


Figure 39. Setup Type

- b The **Summary** is displayed. It provides the summary of installation process. Click **Install**.

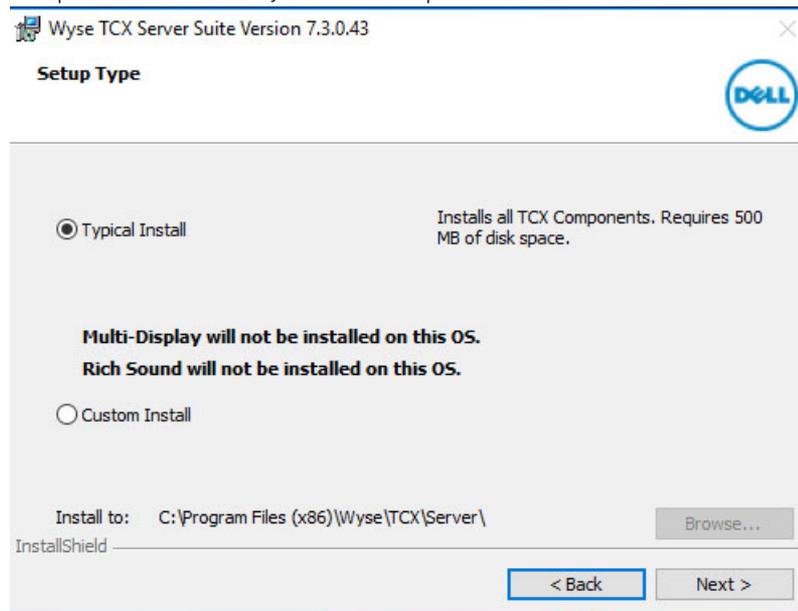


Figure 40. Summary

NOTE: If Adobe Flash player is not installed in the system, then N.B. message is displayed on the screen.

To proceed the installation process using **Custom Install** mode, complete the following task:

- a Select **Custom Install** option and click **Next**.

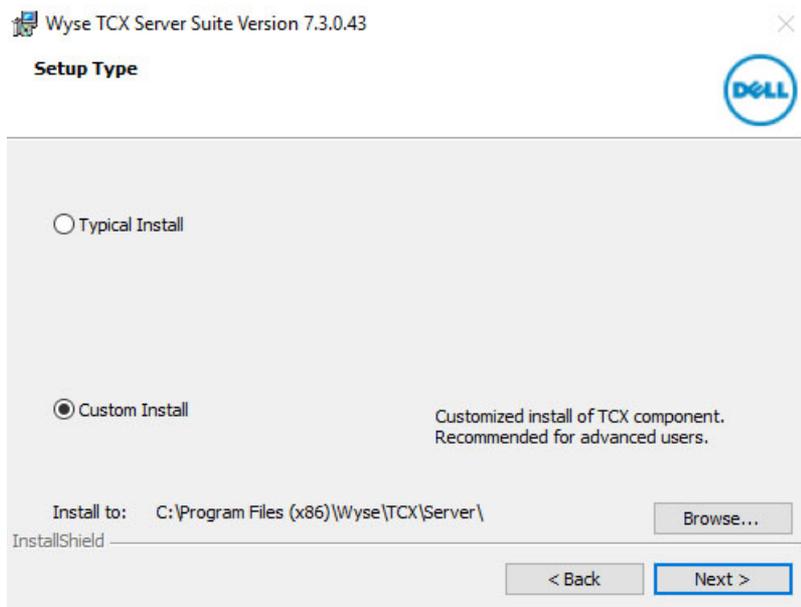


Figure 41. Setup Type

NOTE: It enables the Browse tab, you can choose the path to install the component. It is a customized installation process of TCX components and it is recommended for advanced user.

- b The **Custom Setup** screen is displayed. Select the TCX components you would like to install, and click **Next**.

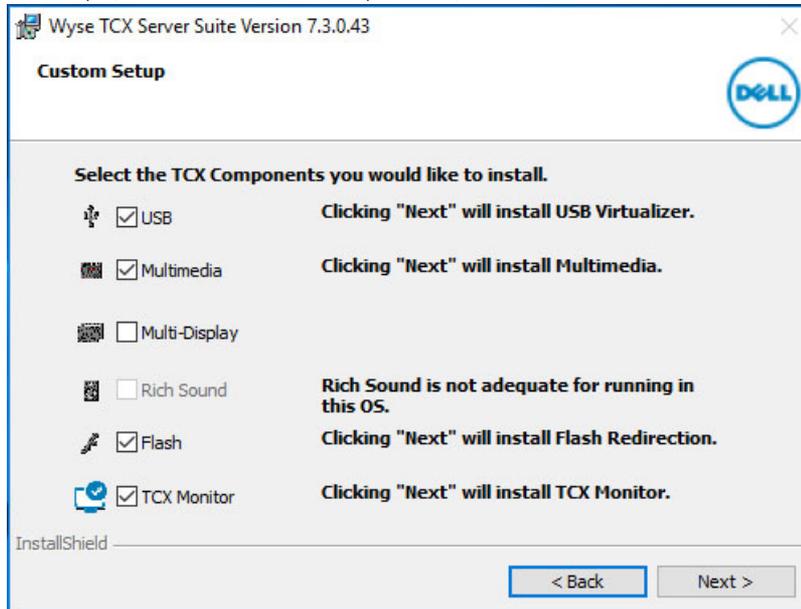


Figure 42. Custom Setup

- c The **Summary** is displayed. It provides the summary of installation process. Click **Install**.

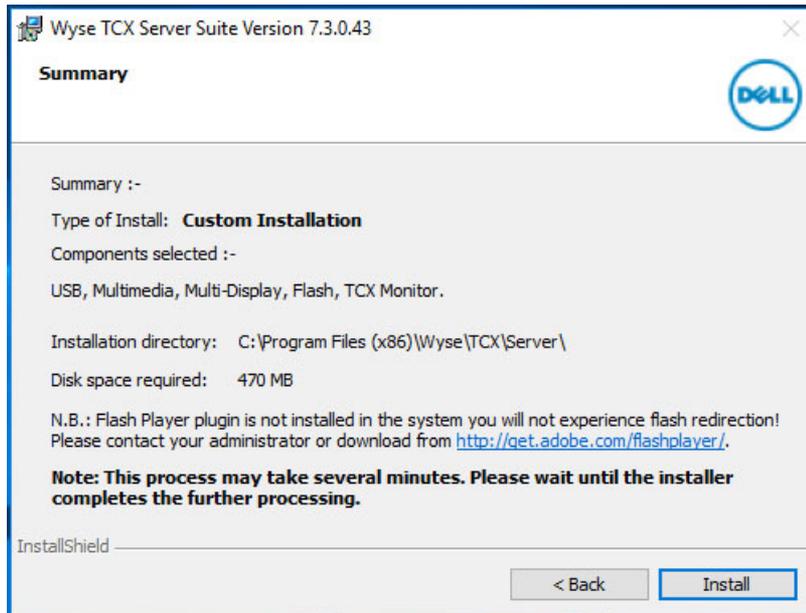
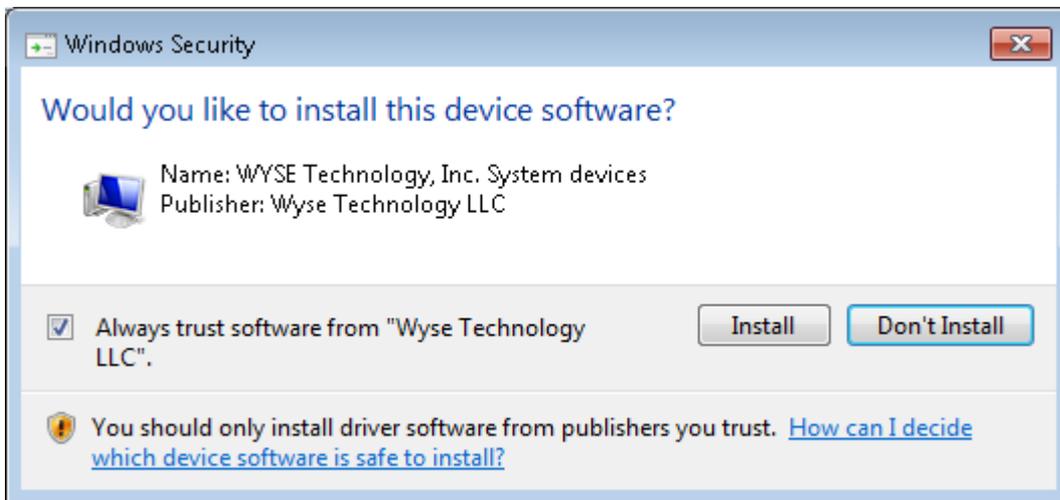


Figure 43. Summary

4 The **Installing Wyse TCX Server Suite** screen is displayed. It shows the progress of installation process.

NOTE: Do not interrupt while the process is in progress. This may lead to unexpected results.

5 The **Windows Security** dialog box is displayed. Select the **Always trust software from “Wyse Technology LLC”**. option and then click **Install**.



6 The **Install Complete** screen is displayed. It shows the list of installed TCX components on your system. Click **Finish** to complete the installation process.

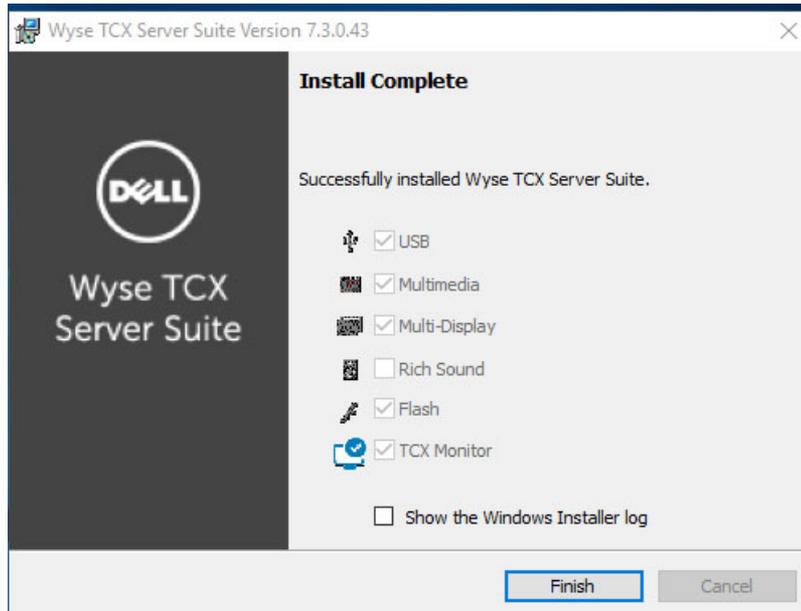


Figure 44. Install Complete

If you select **Show the Windows Installer Log**, you can see the log.

Upgrading Wyse TCX Client Suite

The process is used to upgrade the TCX suite to the latest available version. The setup detects the previous version of the TCX components installed on the system and upgrades the components to **Wyse TCX Client Suite 7.3.0.xx** components.

The Upgrade is supported only from the last two released version, such as TCX 7.3.0.xx and 7.3.0.xx.

To upgrade the TCX components on your system, complete the following task:

- 1 On the system where the TCX Client Suite 7.3.0.xx is installed, double-click the file **Wyse TCX Client Suite** of version 7.3.0.xx. The **Wyse TCX Client Suite 7.3.0.xx** dialog box is displayed with **User Account Control (UAC)** settings.

NOTE: If the **User Account Control (UAC)** setting in the system is turned ON, it prevents the TCX suite upgrade. Click **Yes** to turn Off the UAC and the restart the system to continue with the process. Once the system gets restarted, the TCX suite upgrade continues automatically.

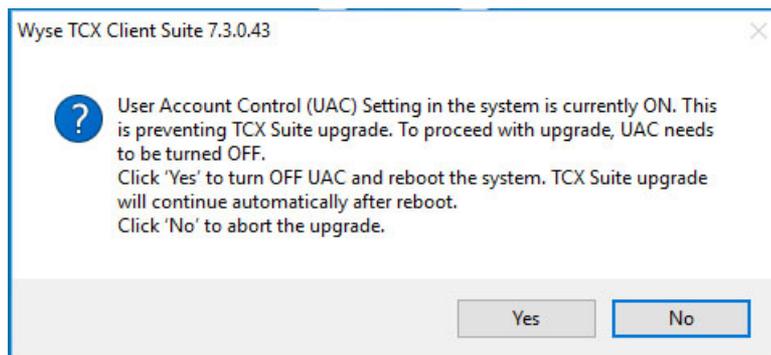


Figure 45. User Account Control (UAC)

- 2 The **Upgrading Wyse TCX Client Suite 7.3.0.xx** dialog box is displayed. Select **Preserve USB Database Settings** before performing the upgrading process as it preserves the existing USB settings and restores them back after upgrade is completed. Click **Upgrade**. The setup detects the previous version of TCX components installed on the system.

NOTE: During upgrade process, the setup will first uninstall existing TCX components from the system. The system restarts automatically if required. The setup resumes installing Wyse TCX Client Suite latest version automatically only once you logs in after restart.

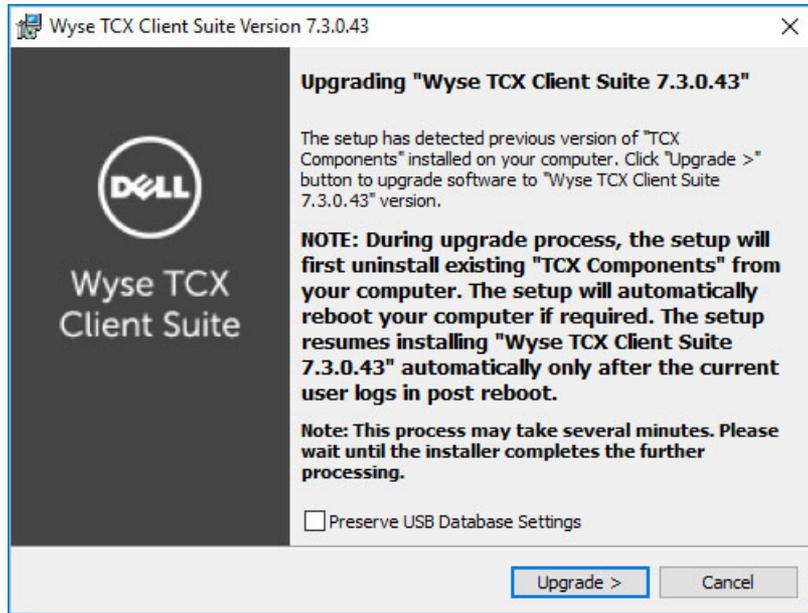


Figure 46. Upgrading Wyse TCX Client Suite

- 3 The **Setup Type** dialog box is displayed. In the **Setup Type** dialog box, there are two types of upgrading modes. You can select any one of them to continue the installation process.

To proceed the installation process using **Typical Install** mode, complete the following task:

- a Select **Typical Install** option and click **Next**.

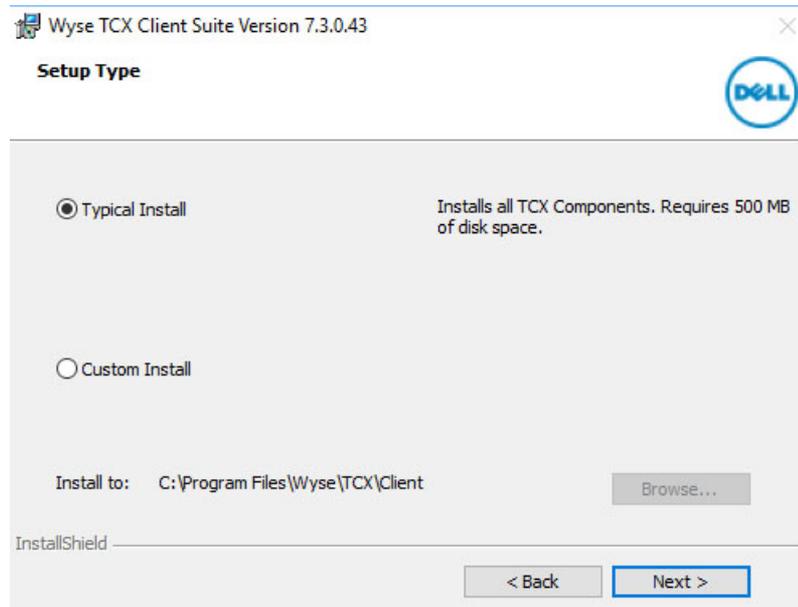


Figure 47. Setup Type

- b The **Summary** is displayed. It provides the summary of installation process. Click **Install** to continue.



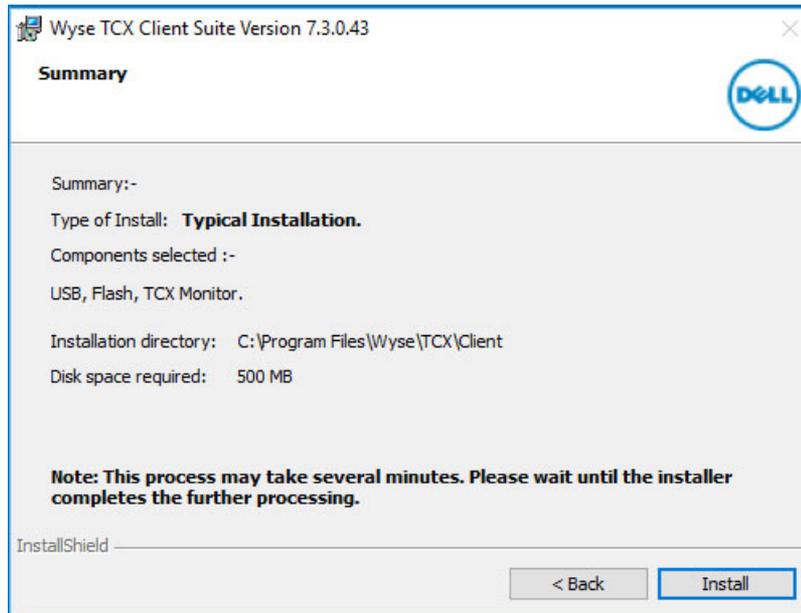


Figure 48. Summary

① | **NOTE:** If Adobe Flash player is not installed in the system, then N.B. message is displayed on the screen.

To proceed the installation process using **Custom Install** mode, complete the following task:

- a Select **Custom Install** option and click **Next**.

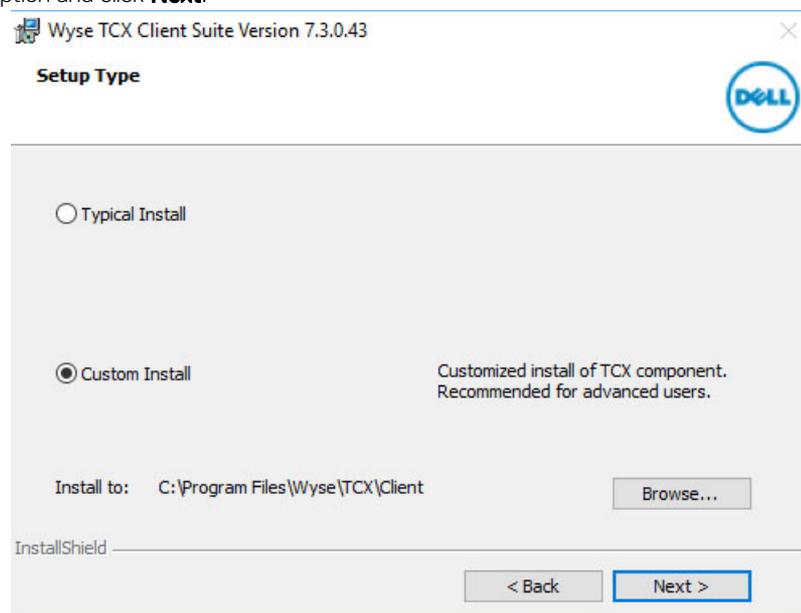


Figure 49. Setup Type

① | **NOTE:** It enables the Browse tab. you can choose the path to install the component. It is a customized installation process of TCX components and it is recommended for advanced user.

- b The **Custom Setup** screen is displayed. Select the TCX components you would like to install and then click **Next**.
- c The **Summary** is displayed. It provides the summary of installation process. Click **Install** to continue.

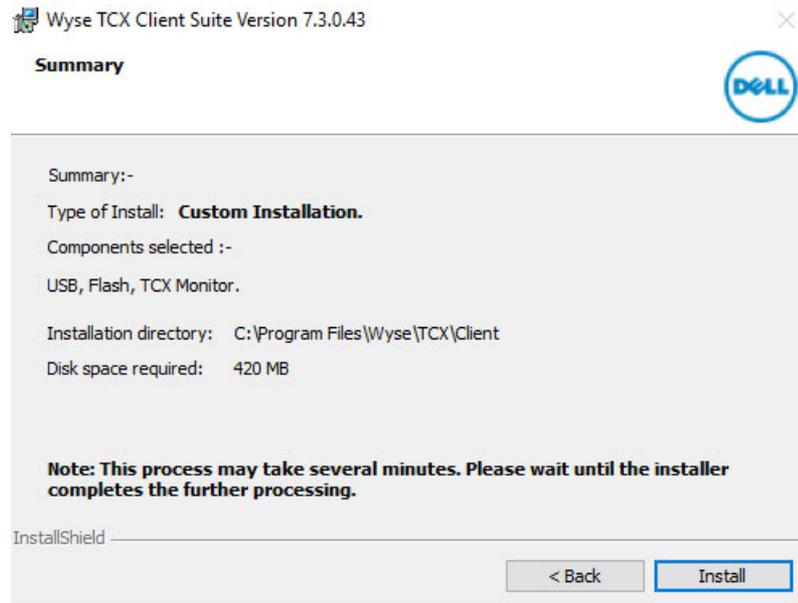


Figure 50. Summary

- 4 The **Installing Wyse TCX Client Suite** screen is displayed. It shows the progress of installation process.

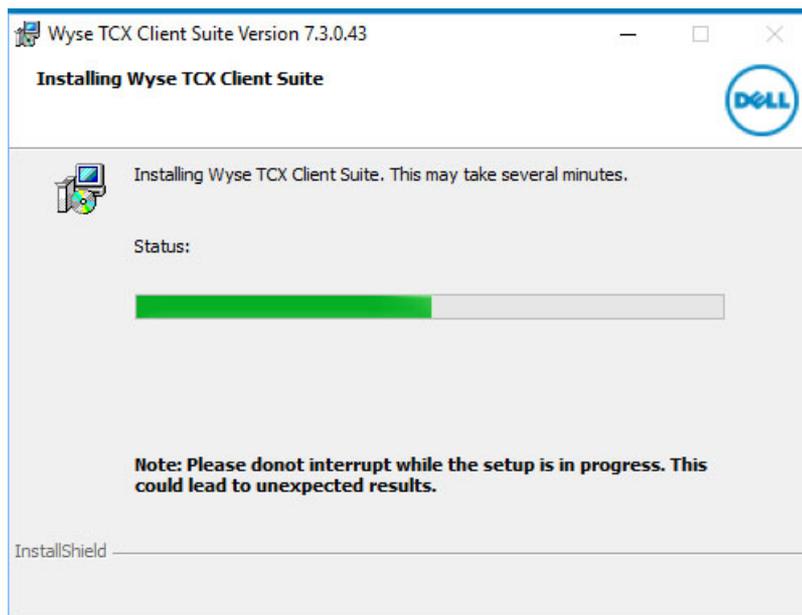
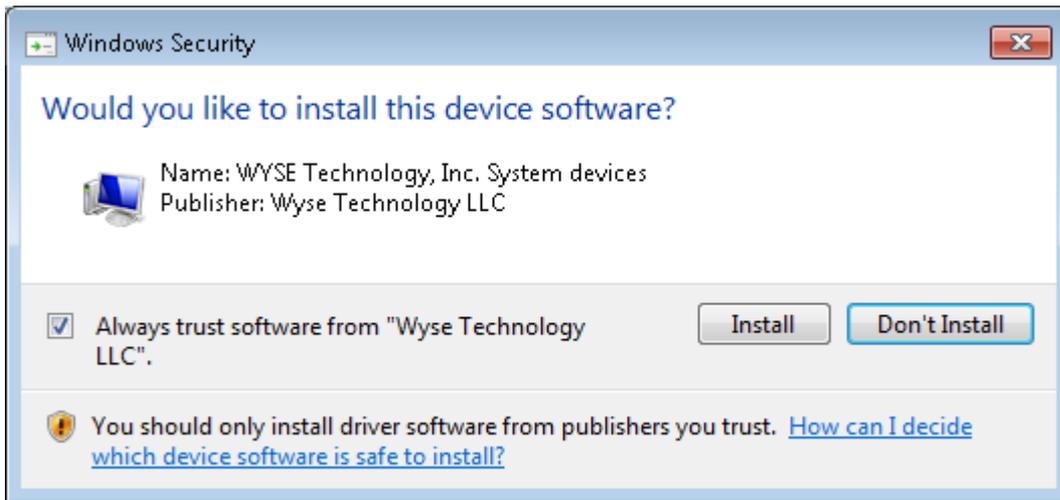


Figure 51. Installing Wyse TCX Client Suite

NOTE: Do not interrupt while the process is in progress. This may lead to unexpected results.

- 5 The **Windows Security** dialog box is displayed. Select the **Always trust software from “Wyse Technology LLC”** option and then click **Install**.



6 The **Install Complete** screen is displayed. It shows the list of installed TCX components on your system. Click **Finish**.

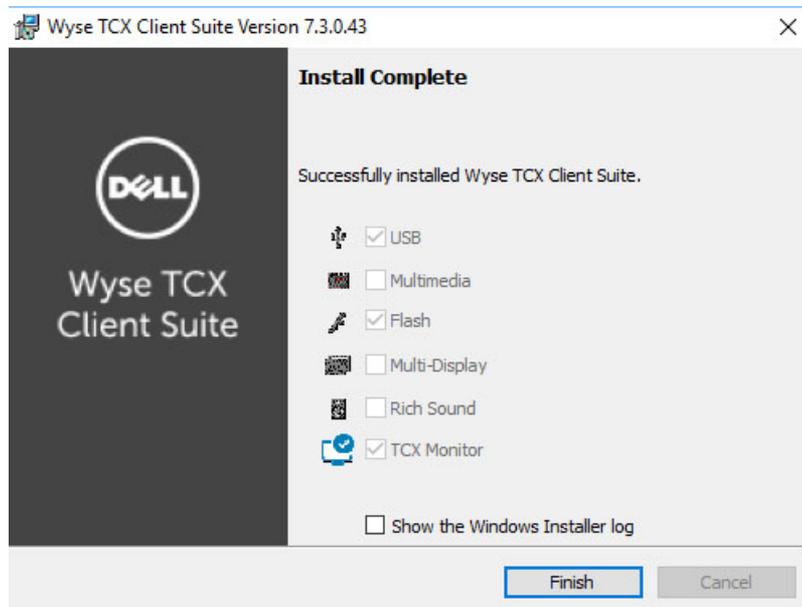


Figure 52. Install Complete

If you select **Show the Windows Installer Log**, you can see the log.

RSP packages for Client

The RSP packages are used to PUSH client packages onto windows embedded clients. Only through Wyse Device Manager 5.7.2 (WDM 5.7.2) software you can PUSH the RSP packages onto the client. To download the RSP packages, complete the following steps:

- 1 Go to www.dell.com/wyse/support
- 2 Click **Software Downloads**, expand the list next to Product Downloads Active, select your cloud client model, and then click **Search**.
- 3 The **RSP_Packages** includes two sub-folders for 32-bit operating system and 64-bit operating system. The sub-folders are further classified into **Installation** and **Uninstallation** files.
 - a **x64** (64-bit client):



Table 8. File Name

Installation	Uninstallation
WyseTCXClientSuite7.3.0.x64WE8S	WyseTCXClientSuite7.3.0.x64UninstallWE8S
WyseTCXClientSuite7.3.0.x64WES7P	WyseTCXClientSuite7.3.0.x64UninstallWES7P
WyseTCXClientSuite7.3.0.x64WIE10	WyseTCXClientSuite7.3.0.x64UninstallWIE10

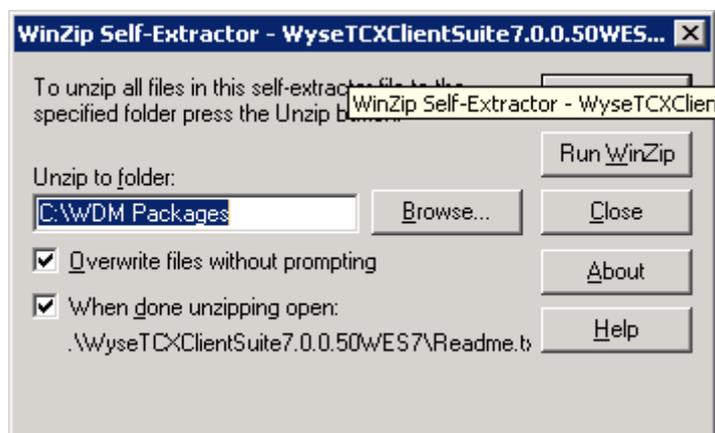
b **x86** (32-bit client):

Table 9. File Name

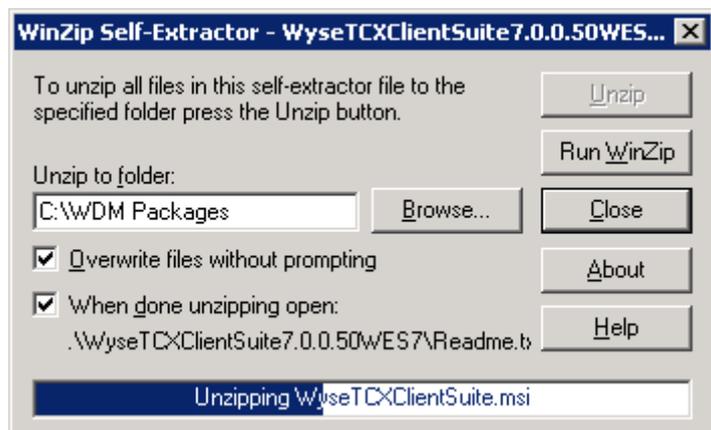
Installation	Uninstallation
WyseTCXClientSuite7.3.0.xxWES7	WyseTCXClientSuite7.3.0.xxUninstallWES7

Complete the following task to PUSH the RSP packages onto the client:

- Double-click **WyseTCXClientSuite7.3.0.xxWES7** file to start the process.
- The **WinZip Self-Extractor** dialog box is displayed. To unzip the files click **Unzip**, the default location of the extracted files is C:\WDM Packages. You can browse and change the location if needed.

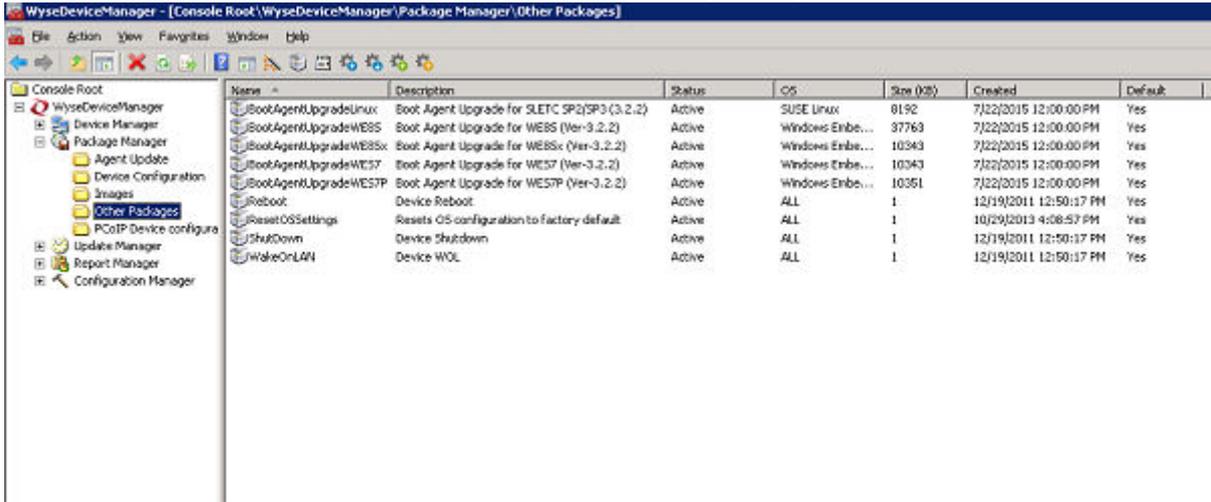


- If you select **When done unzipping open:** option, the Readme — Notepad file is displayed. It provides the package information, such as:
 - Package information
 - Description
 - Package Instructions

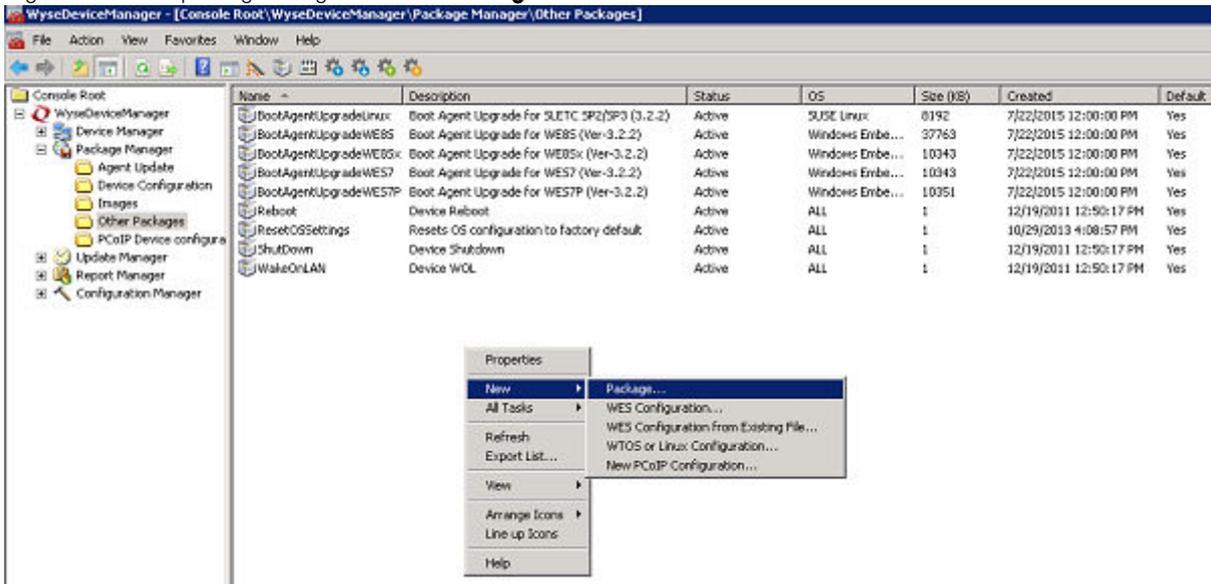


- After unzipping the files, Go to **Start > All Programs > WDM Folder > WDM 5.7.2** and start WDM 5.7.2 software.

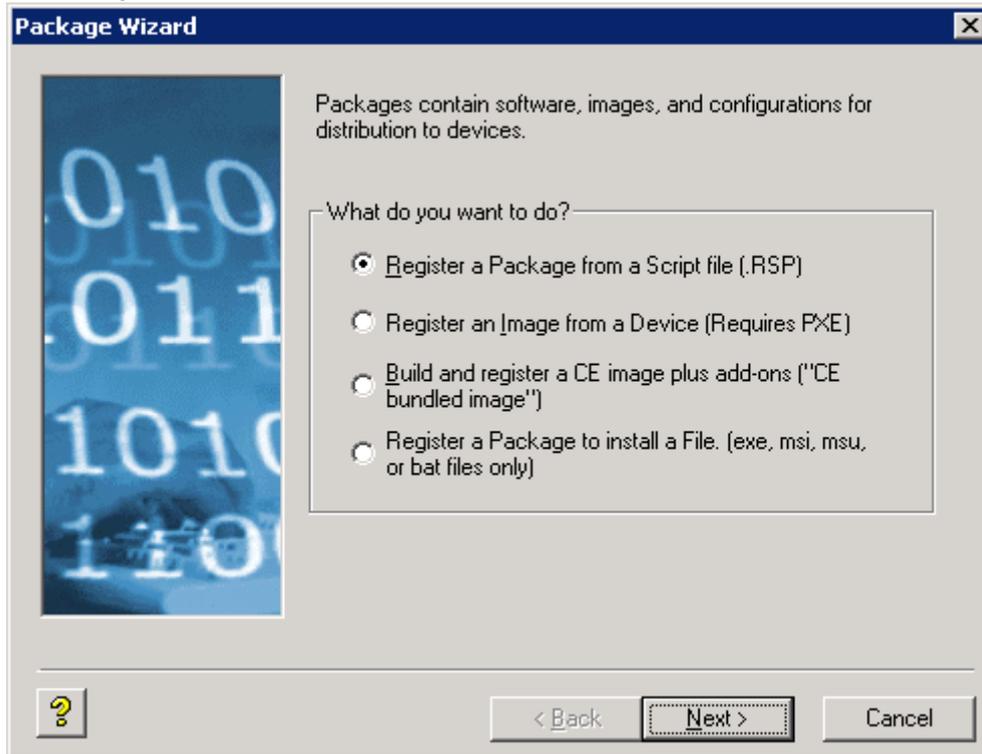
- e In the WDM console, expand Wyse Device Manager and select Package Manager.



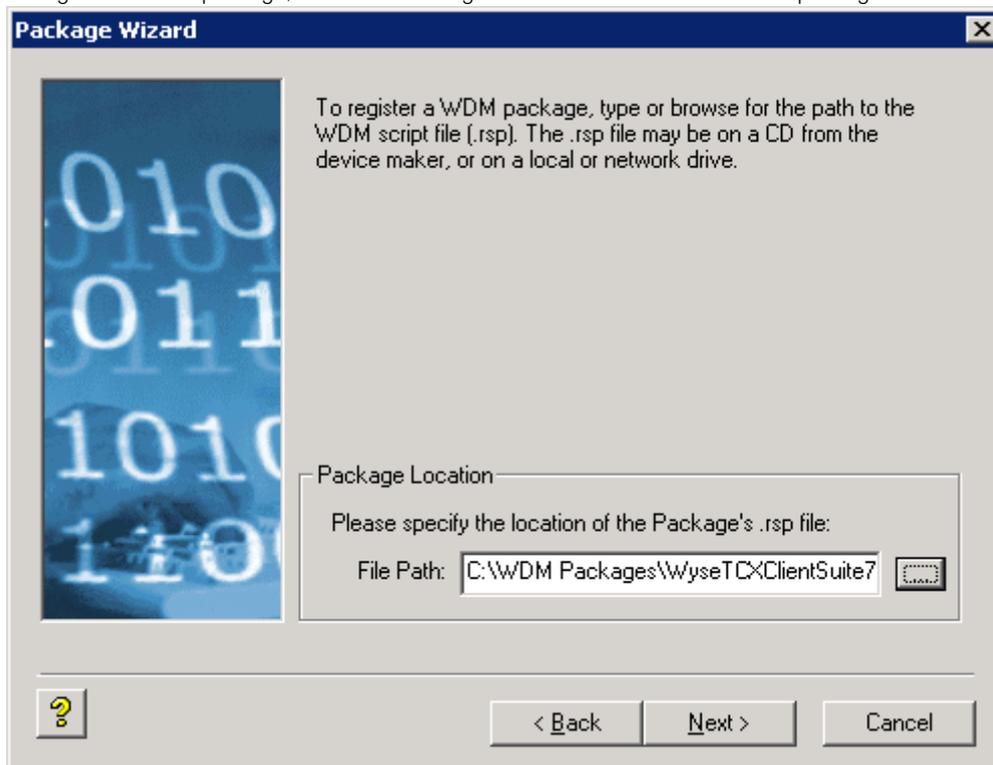
- f Right click Other package and go to **New > Package...**



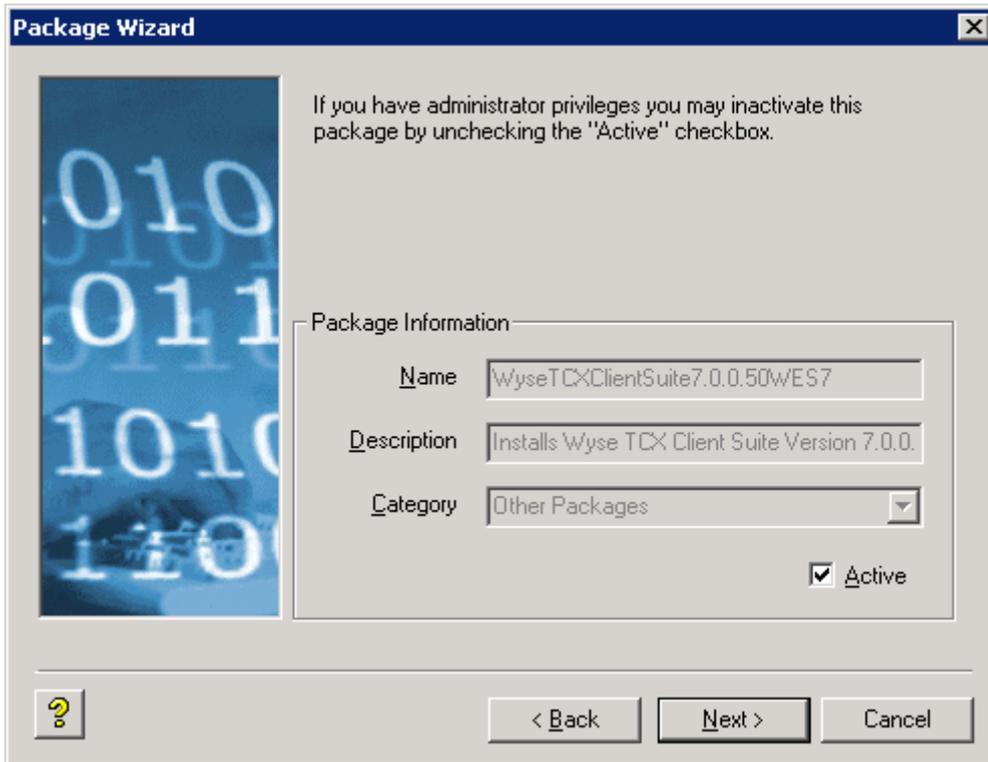
- g The **Package Wizard** dialog box is displayed. Select Register a package from a Script file (.RSP) and click **Next**.



- h To register a WDM package, browse and navigate to the location where WDM packages are stored. Click **Next**.



- i Click **Next**.



j The WDM software is now ready to register a package. Click **Next**.

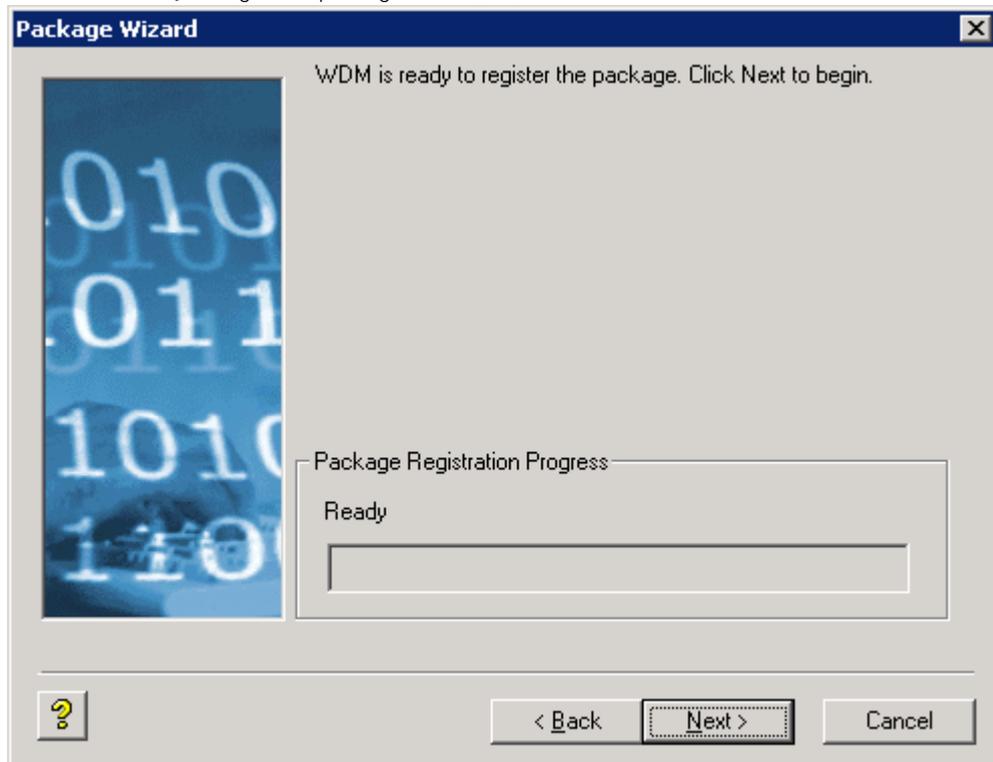


Figure 53. Package Registration Process

- k You can view WyseTCXClientSuite7.3.0.xxWES7 in the other packages list. It provides the information on the build, status of the build, type of OS, date it was created, and so on.

Name	Description	Status	OS	Size	Created	Defa
BootAgent0.ppg.adel.linux	Boot Agent Upgrade for SLETC SP2/SP3 (3-2-2)	Active	SUSE Linux	8192	7/22/2015 12:00:00 PM	Yes
BootAgent0.ppg.adel.WEBS	Boot Agent Upgrade for WEBS (Ver-3.2.2)	Active	Windows Embedded 8 Standard 64	37760	7/22/2015 12:00:00 PM	Yes
BootAgent0.ppg.adel.WES7	Boot Agent Upgrade for WEBS (Ver-3.2.2)	Active	Windows Embedded 8 Standard 32	10040	7/22/2015 12:00:00 PM	Yes
BootAgent0.ppg.adel.WES7P	Boot Agent Upgrade for WES7P (Ver-3.2.2)	Active	Windows Embedded Standard 7	10040	7/22/2015 12:00:00 PM	Yes
BootAgent0.ppg.adel.WES7F	Boot Agent Upgrade for WES7F (Ver-3.2.2)	Active	Windows Embedded Standard 7 F	10351	7/22/2015 12:00:00 PM	Yes
Reboot	Device Reboot	Active	All	1	12/19/2011 12:50:17 PM	Yes
ResetOSSettings	Resets OS configuration to factory default	Active	All	1	10/29/2013 4:06:57 PM	Yes
Shutdown	Device Shutdown	Active	All	1	12/19/2011 12:50:17 PM	Yes
WakeOnLAN	Device WOL	Active	All	1	12/19/2011 12:50:17 PM	Yes
WyseTCXClientSuite7.0.0.50.UninstallWEBS	Uninstall Wyse TCX Client Suite Version 7.0.0.50 on WEBS build	Active	Windows Embedded 8 Standard 32	36462	12/10/2015 11:41:53 AM	No
WyseTCXClientSuite7.0.0.50.UninstallWES7	Uninstall Wyse TCX Client Suite Version 7.0.0.50 on WES7 build	Active	Windows Embedded Standard 7	36462	12/10/2015 11:42:34 AM	No
WyseTCXClientSuite7.0.0.50.UninstallWES7P	Uninstall Wyse TCX Client Suite Version 7.0.0.50 on WES7P build	Active	Windows Embedded Standard	36462	12/10/2015 11:42:59 AM	No
WyseTCXClientSuite7.0.0.50.WEBS	Install Wyse TCX Client Suite Version 7.0.0.50 on WEBS build	Active	Windows Embedded 8 Standard 32	58094	12/10/2015 11:42:46 AM	No
WyseTCXClientSuite7.0.0.50.WES7	Install Wyse TCX Client Suite Version 7.0.0.50 on WES7 build	Active	Windows Embedded Standard 7	58094	12/10/2015 11:41:37 AM	No
WyseTCXClientSuite7.0.0.50.WES7P	Install Wyse TCX Client Suite Version 7.0.0.50 on WES7P build	Active	Windows Embedded Standard	58093	12/10/2015 11:41:29 AM	No
WyseTCXClientSuite7.0.0.50.UninstallWES7F	Uninstall Wyse TCX Client Suite 64 bit Version 7.0.0.50 on WES7F build	Active	Windows Embedded 8 Standard 64	72114	12/10/2015 11:06:30 AM	No
WyseTCXClientSuite7.0.0.50.UninstallWES7P	Uninstall Wyse TCX Client Suite 64 bit Version 7.0.0.50 on WES7P build	Active	Windows Embedded Standard 7 F	72114	12/10/2015 11:06:53 AM	No
WyseTCXClientSuite7.0.0.50.WES7F	Install Wyse TCX Client Suite 64 bit Version 7.0.0.50 on WES7F build	Active	Windows Embedded 8 Standard 64	92956	12/10/2015 11:06:33 AM	No
WyseTCXClientSuite7.0.0.50.WES7P	Install Wyse TCX Client Suite 64 bit Version 7.0.0.50 on WES7P build	Active	Windows Embedded Standard 7 F	92956	12/10/2015 11:06:32 AM	No

- l Drag and drop the required package to **Device Manager** tab, the **Package Distribution Wizard** dialog box is displayed.
- m Select the required devices or you can click **Select All** to select every device. After selecting the device, click the forward Arrow present in between two boxes and the device moves to the selected devices list. Click **Next**.

Please select the device(s) to which you want to distribute the selected package. Click the 'Select All' button to choose all devices in the list.

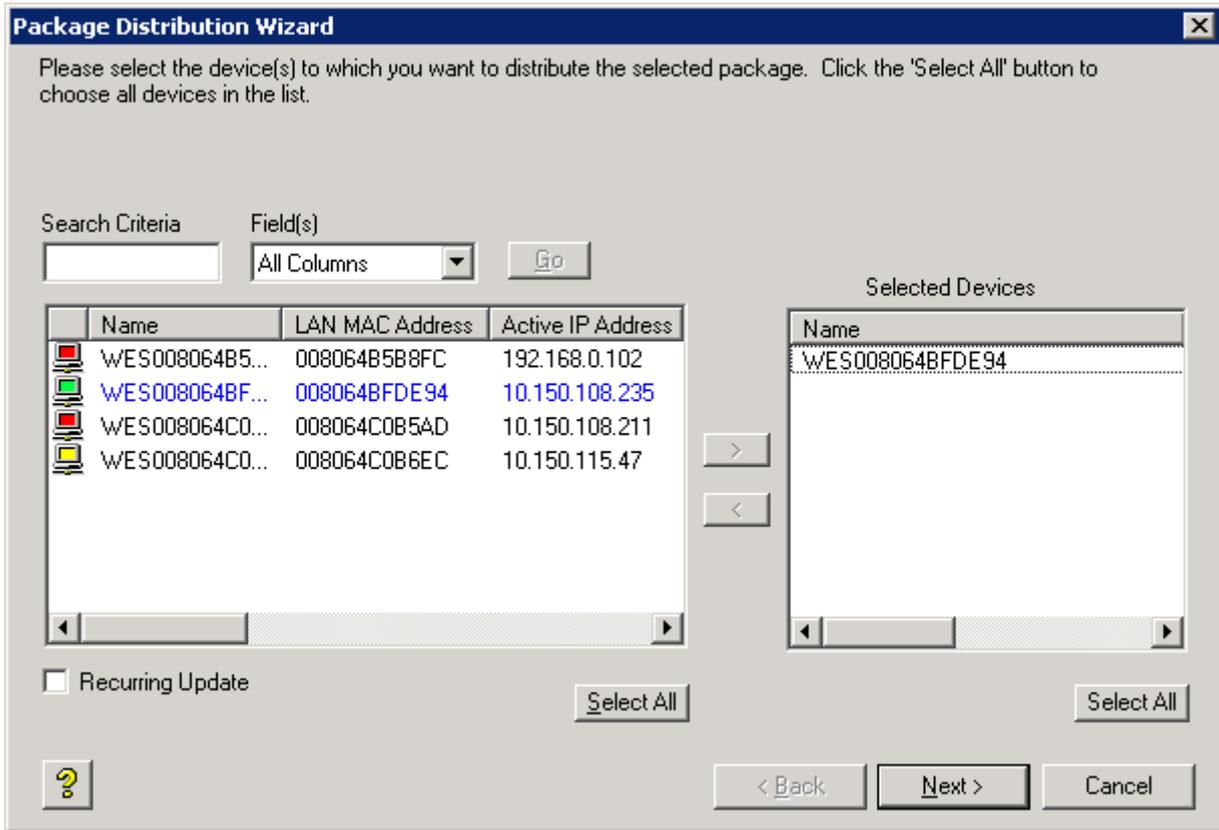
Search Criteria: Field(s):

Name	LAN MAC Address	Active IP Address
WES008064B5...	008064B5B8FC	192.168.0.102
WES008064BF...	008064BFDE94	10.150.108.235
WES008064C0...	008064C0B5AD	10.150.108.211
WES008064C0...	008064C0B6EC	10.150.115.47

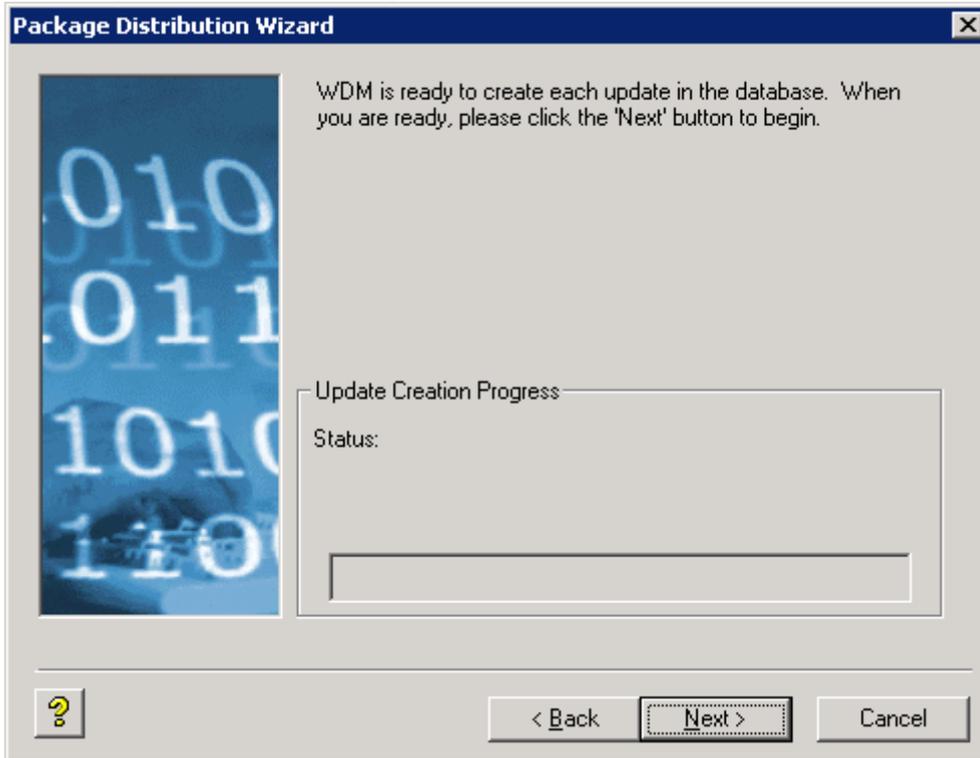
Selected Devices:

Recurring Update

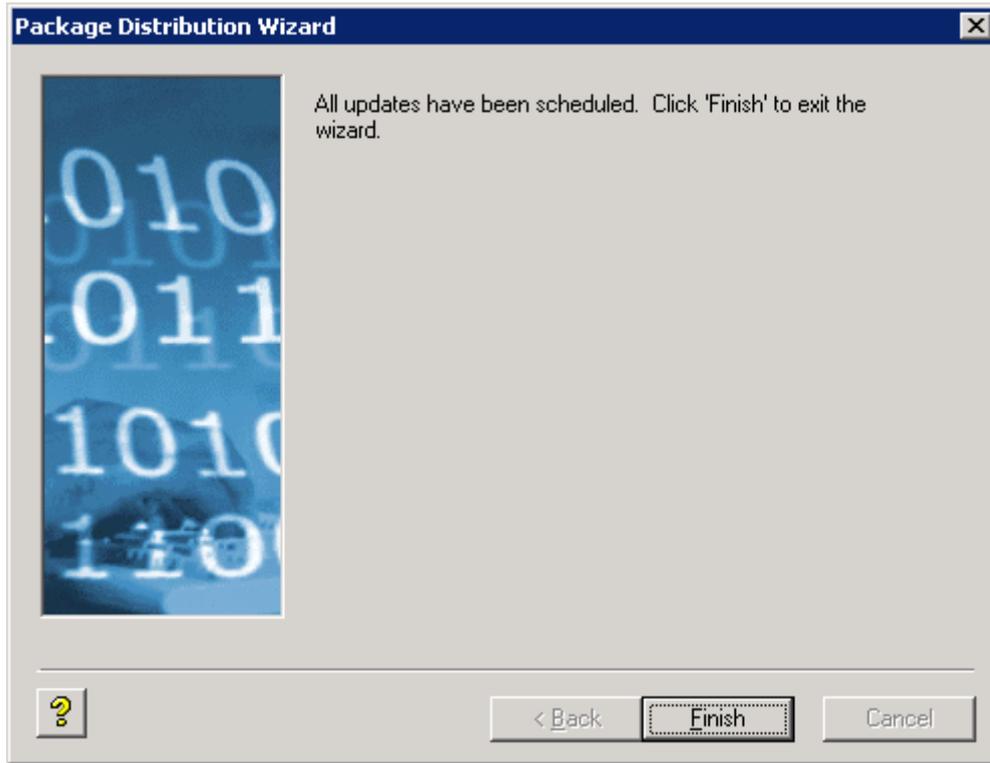
n Click **Next**.



o The Package Distribution Wizard dialog box is displayed. The WDM is ready to create each update in the database, click **Next**.



- p All the updates are scheduled. Click **Finish**.



You can view the package in the **Scheduled Packages** list.

NOTE: After the RSP package is successfully pushed, the package entry is removed from the Scheduled packages list.

Scheduled Time	Max Tries	Times Tried	Status	Device	Order	SW Package
Now	1	0	In-Progress	WE30080648F0E94	1	WyseTCXClientSuite7.0.0.50WE57
Now	1	1	In-Progress	WE3008064CDD608	1	WyseTCXClientSuite7.0.0.50x64UninstallWES7P
Now	1	1	In-Progress	WE3008064B4F544	1	WyseTCXClientSuite7.0.0.50UninstallWESWFLIWR2
Now	1	1	Scheduled	WE3008064C1AF60	1	WyseTCXClientSuite7.0.0.50x64UninstallWES5

Troubleshooting

This section provides troubleshooting information for TCX 7.3.

- 1 **Problem:** TCX installer fails due to a temp folder issue.

Solution: You can manually delete the temp directory files. To delete the temp directory files, complete the following steps:

 **NOTE: Make sure the installer is not running at the background.**

- a Click **Start** on the task bar.
 - b Click **Run** option.
 - c Enter **%temp%** in the provided field.
 - d Press **Ctrl +A** key.
 - e Delete the files and folders
- 2 **Problem:** During installation of TCX Suite installers on Windows 7 and above operating systems, system displays the **User Account Control** messages. It was not displayed in the previous RTM versions installation process.
- Solution:** The TCX 7.3 Suite installers are UAC aware, the TCX Suite can be installed on the system when UAC is enabled (unlike in previous RTM versions). Therefore, during installation, uninstallation or upgrade process the **User Account Control** message is displayed. Click **Yes** to continue the process.
- 3 **Problem:** After installation, the TCX Server Suite evaluation version gets expired in 30 days, as the evaluation period is over.
- Solution:** The trial period of TCX Server Suite Evaluation version is limited for 30 days. You should uninstall the evaluation version and install production version using a valid license key to continue the work.
- 4 **Problem:** During installation of TCX Server Suite production version, in the **License Information** dialog box, the following message is displayed once entered the license key.



Solution: As mentioned in the displayed message, verify the license key before entering the value in the provided box and use the correct/valid license key to proceed with installation.

- 5 **Problem:** During typical installation of TCX Server Suite on Windows 7 operating system, the MDS component is not installed.
- Solution:** This can be achieved by using **Add or Remove Component** feature of the Suite installer. On the system where TCX Suite is installed, double click the **MSI installer**, and select **Add or Remove Components** and then select MDS component for installing.