Dell Wyse TCX Suite Version 7.2 — Installation Guide



Notes, cautions, and warnings

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

 Δ 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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Introduction

The Dell Wyse TCX Suite 7.2 is a single software solution that provides full benefits of cloud client computing without the limitations of competing software suites. To enhance the user experience, each software solution in the TCX 7.2 Suite integrates within Microsoft Remote Desktop Services, Citrix XenApp, Citrix XenDesktop, Teradici, and VMware Horizon View environments. Featuring Collaborative Processing Architecture (CPA), which intelligently divides the workload between the server and Plug-n-Play USB devices. TCX Suite 7.2 eliminates the need for large servers and works with established protocols, instead of replacing them, while providing breakthrough multimedia and audio technology for cloud client computing environments.

The TCX Suite 7.2 enables rich flash playback, multiple monitor awareness, rich multimedia playback, high quality bidirectional audio capabilities, and seamless USB device access for cloud clients.

TCX Suite 7.2 includes the following features :

- TCX Flash Acceleration and TCX Flash Redirection TCX Flash Acceleration and TCX Flash Redirection enables the cloud client users to experience improved Flash video content performance in a remote computing environment.
- **TCX Multi-display** TCX Multi-display provides productivity-enhancing advantages for cloud clients using multiple monitor by virtual desktops and applications multi-monitor aware.
- TCX Multimedia —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 work intelligently to redirect multimedia processing tasks dynamically between the client and server for a rich user experience.
- TCX Rich Sound TCX Rich Sound enables the zero-compromise deployment of virtual desktops and applications with the capability of receiving and transmitting high quality audio. This feature provides bidirectional audio capabilities for virtual desktops and applications, and supports sound recording and playback applications.
- TCX USB Virtualizer TCX USB Virtualizer makes USB devices attached to thin clients visible to virtual desktops and applications and removes any dependencies on limited local device drivers for a broad range of USB-based printers, scanners, storage devices, Palm, BlackBerry, Pocket PC handhelds, HID Devices, webcams, and headsets.
- **TCX Monitor** TCX Monitor helps you to efficiently identify the system state for proper functioning of USB and Flash Redirection modules.

Technical Support

To access technical resources self-service portal, knowledge base, software downloads, registration, warranty extensions/ RMAs, reference manuals, and so on, visit <u>www.dell.com/wyse/support</u>. For Customer Support, visit <u>www.dell.com/support/</u> <u>contents/us/en/19/article/Contact-Information/International-Support-Services/international-contact-center?ref=contactus</u>, and phone numbers for Basic and Pro Support are available at <u>www.dell.com/supportcontacts</u>.



NOTE: Before proceeding, verify if your product has a Dell service tag. For Dell service tagged products, go to <u>www.dell.com/support/contents/us/en/19/article/Product-Support/Dell-Subsidiaries/wyse</u> for more information.

Support Information

This section details the support client environments, supported server operating systems (OS) and TCX component details, and supported remote desktop protocols.

Supported Client Environments

Operating System	Supported Thin Client Devices
WES7 - Wyse Enhanced Microsoft Windows Embedded Standard 7	 Dell Wyse 5010 thin client (Build 895) Dell Wyse 7010 thin client (Build 895) Dell Wyse 5020 thin client (Build 895) Dell Wyse 7020 thin client (Build 895) Dell Wyse 3030 thin client (Build 895)
WES7P - Wyse Enhanced Microsoft Windows Embedded Standard 7P	 Dell Wyse 5010 thin client (Build 896) Dell Wyse 7010 thin client (Build 896) Dell Wyse 5020 thin client (Build 896) Dell Wyse 7020 thin client (Build 896) Dell Wyse 7040 thin client (Build 7020) Dell Latitude E7270 mobile thin client (Build 7010) Dell Wyse 5060 thin client (Build 7038)
WE8S - Wyse Enhanced Microsoft Windows Embedded 8 Standard	 Dell Wyse 5010 thin client (Build 924) Dell Wyse 7010 thin client (Build 924) Dell Wyse 5020 thin client (Build 924) Dell Wyse 7020 thin client (Build 924)
WIE10- Windows 10 IoT Enterprise	 Dell Wyse 5020 thin client (Build 0A0F) Dell Wyse 7020 thin client (Build 0A0F)
ThinOS - Wyse ThinOS	 Dell Wyse 5040 AIO (Build 8.3) Dell Wyse 5060 thin client (Build 8.3) Dell Wyse 5010 thin client (Thin OS, PCOIP) (Build 8.3) Dell Wyse 7012 thin client (Build 8.3) Dell Wyse 3030 LT thin client (Build 8.3)

Supported Server OS and TCX Component Details

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TCX server software supports the operating systems as given in the following table. TCX requires administrator privilege to install on the following platforms.

Server OS	TCX Flash	TCX Multi-display	TCX Multimedia	TCX Rich Sound	TCX USB Virtualizer
Windows 10 x86 Anniversary Update	Yes*	Yes**	N/A	N/A	Yes
Windows 10 x64 Anniversary Update	Yes*	Yes**	N/A	N/A	Yes
Windows Server 2016	Yes*	Yes**	N/A	N/A	Yes

Server OS	TCX Flash	TCX Multi-display	TCX Multimedia	TCX Rich Sound	TCX USB Virtualizer
Windows Server 2008 R2 (64-bit) ³	Yes*	Yes**	Yes	N/A	Yes
Windows Server 2012 (64-bit) ³	Yes*	Yes**	Yes	N/A	Yes
Windows Server 2012 R2 (64-bit) ³	Yes*	Yes**	Yes	N/A	Yes
Windows 7 (32-bit) (Ultimate, Enterprise, Professional) ³	Yes*	Yes**	Yes	Yes (only for Enterprise edition)	Yes
Windows 7 (64–bit) (Enterprise,Professi onal) ³	Yes	Yes	Yes	Yes (only for Enterprise edition)	Yes
Windows 8 (32-bit) (Enterprise, Professional) ³	Yes*	Yes**	Yes	N/A	Yes
Windows 8 (64-bit) (Enterprise, Professional) ³	Yes*	Yes**	Yes	N/A	Yes
Windows 8.1 (32- bit) (Enterprise,Professi onal) ³	Yes*	Yes**	Yes	N/A	Yes
Windows 8.1 (64- bit) (Enterprise, Professional) ³	Yes*	Yes**	Yes	N/A	Yes

* Uses Native RDP/ICA Audio Driver.

** Must install MDS using the Custom Installation.

	NOTE:
1	

- 1. H.264 is supported only over Teradici PCoIP.
- 2. Windows Remote Desktop Connection must be enabled.
- 3. Windows Terminal Services must be installed and enabled.

Supported Protocols

TCX supports the following remote desktop protocols:

- · Remote Desktop Protocol
- · ICA with XenDesktop 7.6, and 7.11
- · ICA with XenApp 6.5, and 7.11
- VMWare View 6.1, 6.2 and 7.0.2 (RDP and PCoIP)
- PCoIP Teradici Client 1.5 and Server 2.2

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 7.2.0.63, where 63 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 Unistallation on the Client.
- · Performing a Silent Unistallation 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.

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,
 alight between //get glabe age //getplayer / the light developed the file and then install it.

click <u>https://get.adobe.com/flashplayer/</u> 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 <u>Support Information</u>. 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 **Statup type** drop down list.

Quest USB Hub Client	: Service Properties (Local Computer)		
General Log On R	ecovery Dependencies		
Service name: pr	nusbvirtualhubwssrv		
Display name: Q	uest USB Hub Client Service		
Description: R	Runs on Windows clients to enable USB device		
Path to executable: C:\Windows\system	32\pnusbvirtualhubwssrv.exe		
Startup typ <u>e</u> :	Disabled 🔹		
Help me configure : A	Automatic (Delayed Start) Automatic Manual		
Service status: Disabled			
Start	Stop Pause Resume		
You can specify the from here.	start parameters that apply when you start the service		
Start parameters:			
	OK Cancel Apply		

- The list is displayed.

Services	1.2					0 8	×
File Action View	v Help						
**	a 🔒 📴 📷 🖌 🗰 🖬 🗛						
C Services (Local)	Services (Local)						
	Quent USB Hub Client Service	Name	Description	Status	Startup Type	Log On As	
		Quality Windows Audio Video Exp	Quality Windows Audio Video Experience (gWave) is a networking platform for Au.,		Manual	Local Service	
	Description	Quest USB Hub Client Service	Runs on Windows clients to enable USB device redirection over RDP connections		Disabled	Local System	
	USB device redirection over RDP connections	Remote Access Connection Remote Access Connection Mana Remote Desidop Configuration Remote Desidop Services Remote Desidop Services Remote Desidop Services Remote Procedure Call (RPC) Remote Procedure Call (RPC) Remote Procedure Call (RPC) Remote Registry Reduing and Remote Access Recting and Remote Access Recting and Remote Access Recting and Remote Access Recting Accessing Manager Secondary Logen Secondary Center Security Center Security Center Security Center Security Center	Create a connection to a remote network whenever a program reference a remo. Manages dail-up and visual pinkine network (VPN) connections from this compate. Remote Deside Configuration service (ROCS) is responsible for all Remote Desite. Allows the edirection of Painters/Drives/Posts for RDP connections The RPCSS revice is the Service Control Manager for COM and DCOM servers. It In Windows 2003 and earlier versions of Windows, the Remote Procedure Call (VPL) In Manager is the Service Control Manager for COM and DCOM servers. It In Windows 2003 and earlier versions of Windows, the Remote Procedure Call (VPL) Industing services to businesses in local area and wide area network environ. Manabers for route updates sent by routers that use the Routing Information Protocol. Offers routing services to businesses in local area and wide area network environ. Resolves RPC interfaces identifies to tampeter endpointal. Bit is service is stopped, Enables ensories updates state to content the service (SSTP) to connect to real- tion stating processes under alternate credentials. If this service is stopped, this, Provides support for the Secure Socket Tunneling Protocol (SSTP) to connect to real- Supports file, print, and named-pipe sharing over the retwork for this computer. I Rouides noticitations for Autory Centraly service monitors and reports security hea Supports file, print, and named-pipe sharing over the retwork for this computer. I Provides noticitations for Autory Lentraly service resolutes.	Started Started Started Started Started Started Started	Menual Menual Menual Manual Automatic Manual Automatic Disabled Automatic Menual Manual Manual Automatic Automatic Automatic Automatic	Local System Local System Local System Network Service Local System Network Service Local Service Local Service Local Service Local System Local System Local System Local System Local System Local System Local System	
		Remote Deskep Configuration Remote Deskep Services Remote Deskep Services Remote Procedure Call (RPC) Remote Procedure Call (RPC) Remote Procedure Call (RPC) Remote Procedure Call (RPC) Reuting and Remote Access Rev Endpoint Mapper Security Account Manager Security Account Manager Security Center Servie S	Remate Desktop Configuration service (RDCS) is responsible for all Remate Desktop Allows the editection of Princes/Dhves/Dest for RDP connections The RPCSS service is the Service Control Manager for COM and DCOM servers. It — In Windows 2001 and aeries versions of Windows, the Remate Procedure Call (PL). Enables nemote users to modify registry settings on this computer. If this parker is , Listem for route updates service y restores on this computer. If this parker is, Coffers texting services to businesses in local area and vide area network review. Readless RPC interfaces identifiers to transport and points. If this service is stopped, thu, Provides support for the Secure Socket Tunneling Protocol (SSTP) to connect to re. The storup of this service isgnals other services that the Security Accounts Managa. Supports file, print, and named-pipe sharing over the network for this computer. In Provides notifications for AutoPay barring over the network for this computer. Is, Provides notifications for AutoPay barring over the network for this computer. Is, Provides notifications for AutoPay barring over the network for this computer. Is, Provides notifications for AutoPay barriager constants and points.	Started Started Started Started Started Started Started Started	Manual Manual Automatic Manual Manual Automatic Disabled Automatic Automatic Automatic Automatic Automatic Automatic Automatic Automatic	Local Syst Network 3 Local Syst Network 3 Network 3 Local Sen Local Sen Local Syst Local Syst	em iervice em iervice Service ize izem Service lem ide tem ide tem

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.
- 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 7.2 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 7.2 package includes the following installers:

Utility for silent installation (Client & 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

MOTE:

- In TCX 7.2, 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, complete the following task:

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

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 7.2.0.XX welcome screen is displayed.

岁 Wyse T	CX Server Suite Version 7.2.0.63
Wyse TCX Server Suite	Wyse TCX Server Suite
	Next > Cancel

Figure 1. Wyse TCX Server Suite

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- Click Next to start the installation process.
 The Licence Agreement dialog box is displayed.
- 4. Select the I accept the terms in the Licence agreement option and then click Next.

Wyse TCX Server Suite Version 7.2.0.63	x
License Agreement	Diell
Dell End User License Agreement -A Version (Non- Transferable)	^
THIS END USER LICENSE AGREEMENT ("EULA") IS A LEGAL AGREEMENT BETWEEN YOU (EITHER AN INDIVIDUAL OR AN ENTITY) AND DELL PRODUCTS L.P., A TEXAS LIMITED PARTNERSHIP, OR DELL GLOBAL B.V. (SINGAPORE BRANCH), THE SINGAPORE BRANCH OF A COMPANY INCORPORATED IN THE NETHERLANDS WITH LIMITED LIABILITY	>
I accept the terms in the license agreement I do not accept the terms in the license agreement	it
<pre>classicalishield</pre> <pre>classicalishield</pre> <pre>Cance</pre>	cel

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Figure 2. License Agreement

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

In case of Evaluation, The **Evaluation version** of Wyse TCX Server Suit Version 7.2.0.XX lasts for **30 days** and the following screen is displayed.

1	Wyse TCX Serv	er Suite Versio	on 7.2.0.63	X
License Inform Evaluate Wyse T	nation CX Server Suite Version 7	.2.0.63 for 30 days	5.	Dell
You have chose To continue the	en to install evaluation ve e installation, click "Next".	rsion of Wyse TCX :	Server Suite Versior	n 7.2.0.63.
Note: This proceed to the completes the comp	ocess may take sever le further processing.	'al minutes. Plea:	se wait until the	installer
InstallShield ———		< Back	Next >	Cancel



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In case of Production, The **Licence Information** screen is displayed. Enter the **Licence Key** and click **Next** to continue the installation process.

🙀 Wyse TCX Server Suite Version 7.2.	0.49		×
License Information			
Please enter your License key.			Dett
You have chosen to install licensed vers continue the installation, you'll need a p some other authorized source. Please enter your valid product key into	ion of Wyse TC) roduct key obta the box below	<pre>< Server Suite - 7.2.0. ined from a full produc and click "Next" when</pre>	49. To It package or done.
License Key			
Note: This process may take seve completes the further processing.	ral minutes. P	lease wait until the	e installer
InstallShield			
	< Back	Next >	Cancel

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**.

劇	Wyse TCX Server Suite	Version 7.2.0.63
Setup Type	e	Dell
Typical	al Install Install M	istalls all TCX Components. Requires 500 B of disk space.
Multi- Rich S O Custon	-Display will not be installed on this Sound will not be installed on this OS m Install	05. 5.
Install to: InstallShield —	C:\Program Files (x86)\Wyse\TCX\Ser	ver\ Browse <back next=""></back>
Figure 5. Setup T	Гуре	

NOTE:

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- 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** to continue.

Wyse TCX Server Suite Version 7.2.0.63	x
Summary	Dell
Summary :-	
Type of Install: Typical Installation	
Components selected :-	
USB, Multimedia, Flash, TCX Monitor.	
Installation directory: C:\Program Files (x86)\Wyse\TCX\Server\	
Disk space required: 500 MB	
N.B.: Flash Player plugin is not installed in the system you will not experience f Please contact your administrator or download from <u>http://get.adobe.com/fla</u>	lash redirection! shplayer/.
Note: This process may take several minutes. Please wait until the completes the further processing.	installer
InstallShield	
< Back	Install

Figure 6. Summary

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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, complete the following task:

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

😥 Wyse TCX Server S	uite Version 7.2.0.63
Setup Type	Dell
○ Typical Install	
◉ Custom Install	Customized install of TCX component. Recommended for advanced users.
Install to: C:\Program Files (x86)\Wyse\TC InstallShield	CX\Server\ Browse <back next=""></back>

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.

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

😼 Wyse TC	X Server Suite Version 7.2.0.63
Custom Setup	Dell
Select the TCX Compone	ents you would like to install.
🜵 🗹 USB	Clicking "Next" will install USB Virtualizer.
🛍 🗹 Multimedia	Clicking "Next" will install Multimedia.
📖 🗹 Multi-Display	Clicking "Next" will install Multi-Display.
Rich Sound	Rich Sound is not adequate for running in this 05.
🖌 🗹 Flash	Clicking "Next" will install Flash Redirection.
CX Monitor	Clicking "Next" will install TCX Monitor.
InstallShield	
	< Back Next >

Figure 8. Custom Setup

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

Wyse TCX Server Suite Version 7.2.0.63
Summary
Summary :- Type of Install: Custom Installation
Components selected :- USB, Multimedia, Multi-Display, Flash, TCX Monitor.
Installation directory: C:\Program Files (x86)\Wyse\TCX\Server\ Disk space required: 470 MB
N.B.: Flash Player plugin is not installed in the system you will not experience flash redirection! Please contact your administrator or download from <u>http://get.adobe.com/flashplayer/</u> .
Note: This process may take several minutes. Please wait until the installer completes the further processing.
InstallShield < Back Install

Figure 9. Summary

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

👘 Wyse TC	X Server Suite Version 7.2.0.63	$-\Box \times$
Installing	Wyse TCX Server Suite	DELL
P	Installing Wyse TCX Server Suite. This may take several minutes.	
	Status:	
	J]
	Note: Please donot interrupt while the setup is in progress. This could lead to unexpected results.	
InstallShield –		

Figure 10. Installing Wyse TCX Server Suite

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

🕶 Windows Security 📃 💌
Would you like to install this device software?
Name: WYSE Technology, Inc. System devices Publisher: Wyse Technology LLC
Always trust software from "Wyse Technology Install Don't Install Don't Install
You should only install driver software from publishers you trust. How can I decide which device software is safe to install?

then click **Instal**

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

Wyse TCX Server Suite Version 7.2.0.63					
	Install Complete				
DEEL	Successfully installed Wyse TCX Server Suite.				
	utre v USB				
Wyse TCX	Multimedia				
Server Suite	🜌 🗹 Multi-Display				
	📓 🗌 Rich Sound				
	🖌 🗹 Flash				
	CX Monitor				
	Show the Windows Installer log				
	Finish Cancel				

Figure 11. 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.** Use the following guidelines to install the components:
 - a. Mode of install Values are:

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- 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)

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)

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 <u>TCX Client Installation Matrix</u>.



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, complete the following task:

- Log in as an administrator, disable the File Based Write Filter, restart the client, and then log back in as an administrator.
 You can disable the File Based Write Filter by double clicking on the FBWF Disable icon on the client desktop.
- 2. Perform the following steps to download the client software:

- a. Go to the <u>www.dell.com/wyse/support</u>.
- b. Click **Software Downloads**, expand the list next to Product Downloads Active, select your cloud client model, and then click **Search**.
- c. On the resulting page, scroll down to the **Firmware Addons** section and click **Wyse TCX** 7.2 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.
- 3. 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 7.2.0.XX welcome screen is displayed.

岁 Wyse T	CX Client Suite Version 7.2.0.63	x
Wyse TCX Client Suite	Wyse TCX Client Suite	
	Next > Cancel	

Figure 12. Wyse TCX Client Suite

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

Wyse TCX Client Suite Version 7.2.0.63	x
License Agreement	DELL
Dell End User License Agreement -A Version (Non- Transferable)	^
THIS END USER LICENSE AGREEMENT ("EULA") IS A LEGAL AGREEMENT BETWEEN YOU (EITHER AN INDIVIDUAL OR AN ENTITY) AND DELL PRODUCTS L.P., A TEXAS LIMITED PARTNERSHIP, OR DELL GLOBAL B.V. (SINGAPORE BRANCH), THE SINGAPORE BRANCH OF A COMPANY INCORPORATED IN THE NETHERLANDS WITH LIMITED LIABILITY	
I accept the terms in the license agreement I do not accept the terms in the license agreement InstallShield Pri A do not accept the terms in the license agreement InstallShield A do not accept the terms in the license agreement Pri A do not accept the terms in the license agreement InstallShield A dot not accept the terms in the license agreement 	nt

Figure 13. License Agreement

6. 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.

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

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

岁 Wy	se TCX Client Suite Version 7.2.	0.63	x
Setup Type			Dell
 Typical Install 	Installs all TCX Co of disk space.	mponents. Require:	s 500 MB
O Custom Install			
Install to: C:\Program	Files\Wyse\TCX\Client	Browse	
	< Back	Next >	

Figure 14. Setup Type

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

⊌Wyse TCX Client Suite Version 7.2.0.63
Summary
Summary:-
Type of Install: Typical Installation.
Components selected :-
USB, Flash, TCX Monitor.
Installation directory: C:\Program Files\Wyse\TCX\Client
Disk space required: 500 MB
N.B.: Flash Player plugin is not installed in the system you will not experience flash redirection! Please contact your administrator or download from <u>http://get.adobe.com/flashplayer/</u> .
Note: This process may take several minutes. Please wait until the installer completes the further processing.
InstallShield
< Back Install

Figure 15. Summary

DØLL



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:

Select Custom Install option and click Next. a.

> 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. IJ

過 (Wyse TCX Client Suit	e Version 7.2.0.6	3	x
Setup Type				DELL
				\smile
○ Typical Install				
		Customized install of Recommended for ad	TCX component vanced users.	t.
Install to: C:\Pro <u>c</u>	gram Files\Wyse\TCX\Client		Browse	
InstallShield				
		< Back	Next >	

Figure 16. Setup Type

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

🙀 Wyse TCX Client Suite Version 7.	2.0.0
Custom Setup	Dell
Select the TCX Client Compo	nents you would like to install.
🌵 🔽 USB	Clicking "Next" will install USB Virtualizer.
🖬 🥅 Multimedia	
📕 🔽 Flash	Clicking "Next" will install Flash Redirection.
📖 🔲 Multi-Display	
📓 🔲 Rich Sound	
TCX Monitor	Clicking "Next" will install TCX Monitor.
	< Back Next >

Figure 17. Custom Setup

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

Wyse TCX Client Suite Version 7.2.0.63
Summary
\smile
Summary:-
Type of Install: Custom Installation.
Components selected :-
USB, Flash, TCX Monitor.
Installation directory: C:\Program Files\Wyse\TCX\Client
Disk space required: 420 MB
N.B.: Flash Player plugin is not installed in the system you will not experience flash redirection! Please contact your administrator or download from <u>http://get.adobe.com/flashplayer/</u> .
Note: This process may take several minutes. Please wait until the installer completes the further processing.
InstallShield
< <u>B</u> ack [Install]

Figure 18. Summary

DEL

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

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

B	Wyse TCX Client Suite Version 7.2.0.63 📃 🗖 🗙
Installing	Wyse TCX Client Suite
P	Installing Wyse TCX Client Suite. This may take several minutes.
	Status:
	Note: Please donot interrupt while the setup is in progress. This could lead to unexpected results.
InstallShield –	

Figure 19. Installing Wyse TCX Client Suite

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

8. The Windows Security dialog box is displayed. Select the Always trust software from "Wyse Technology LLC". option and then click Install

💽 Windows Security
Would you like to install this device software?
Name: WYSE Technology, Inc. System devices Publisher: Wyse Technology LLC
Always trust software from "Wyse Technology LLC". Install Don't Install
You should only install driver software from publishers you trust. How can I decide which device software is safe to install?

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

₩ Wyse TCX Client Suite Version 7.2.0.63		
Install Complete		
DELL	Successfully installed Wyse TCX Client Suite.	
	Multimedia	
Client Suite	🖌 🗹 Flash	
	Multi-Display	
	📓 🗌 Rich Sound	
	CX Monitor	
	Show the Windows Installer log	
	Einish Cancel	

Figure 20. 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, complete the following task:

- 1. Log in as an administrator, disable the File Based Write Filter, restart the client, and then log back in as an administrator.
- 2. Perform the following steps to download the client software:
 - a. Go to the <u>Dell Wyse Support Site</u>
 - b. Click **Software Downloads**, expand the list next to Product Downloads Active, select your cloud client model, and then click **Search**.
 - c. On the resulting page, scroll down to the **Firmware Addons** section and click the file name **Wyse TCX Suite 7.2 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.

- **3.** Extract **.msi** from the zip file to the desktop of the client.
- 4. Open the Command Prompt window in administrator mode on the system.
- 5. 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>
- 6. Use the following guidelines to install the components:
 - 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.
- 7. 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, complete the following task:

1. Double-click the Wyse TCX Server Suite Version 7.2.0.XX file.

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

- a. Go to Start \rightarrow Control Panel \rightarrow Programs \rightarrow 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.

岁 Wyse Te	CX Server Suite Version 7.2.0.63	x
Wyse TCX Server Suite	Wyse TCX Server Suite	
	Next > Cancel	

Figure 21. Wyse TCX Server Suite

4. Select Add or Remove Components and then 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.

谩	Wyse TCX Server Suite Version 7.2.0.63	x
Program M	aintenance	DELL
1	 Add or Remove Components Change / Modify Wyse TCX Server Suite. 	
ø	O Repair Repair Wyse TCX Server Suite.	
8	O Uninstall Uninstall Wyse TCX Server Suite.	
InstallShield —	< Back Next >	Cancel

Figure 22. Program Maintenance

D&LI

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

閿	Wyse TCX Server Suite Version 7.2.0.63	X C
Modifyi	ng Wyse TCX Server Suite	Dell
t 🖗	Modifying Wyse TCX Server Suite. This may take several minutes.	
	Status:	
]
	Note: Please donot interrupt while the setup is in progress. This could lead to unexpected results.	
InstallShield -		

DØLL

Figure 23. Modifying Wyse TCX Server Suite

7. The Modify Complete dialog box is displayed. Click Finish to complete the process.

Wyse TCX Server Suite Version 7.2.0.63		
	Modify Complete	
DELL	Successfully modified Wyse TCX Server Suite.	
Wyse TCX	🗰 🗹 Multimedia	
Server Suite	Multi-Display	
	Rich Sound	
	J ✓ Flash	
	Show the Windows Installer log	
	Finish Cancel	

Figure 24. Modify Complete

Dél

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, complete the following task:

1. Double-click the Wyse TCX Client Suite Version 7.0.0.XX file.

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

- a. Go to Start \rightarrow Control Panel \rightarrow Programs \rightarrow 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.

🖶 Wyse TCX Client Suite Version 7.2.0.0 🛛 🗙		
	Wyse TCX Client Suite	
DELL	To modify, repair, or remove Wyse TCX Client Suite, click Next.	
Wyse TCX Client Suite		
	Next > Cancel	

Figure 25. Wyse TCX Client Suite

3. The Program Maintenance screen is displayed.

👘 Wyse TCX C	lient Suite Version 7.2.0.0	×
Program Ma	intenance	Dell
F	 Add or Remove Components Change / Modify Wyse TCX Client Suite. 	
F	C Repair Repair Wyse TCX Client Suite.	
3	 Uninstall Uninstall Wyse TCX Client Suite. 	
InstallShield ——	< Back Next >	Cancel

DØLI

Figure 26. Program Maintenance

4. Select Add or Remove Components and then 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**.

🔂 Wyse TCX Client Suite Version 7	7.2.0.0
Custom Setup	DELL
Select the TCX Client Compo Deselect the TCX Client Com	onents you would like to install. Inponents you would like to remove.
n 🛉 🗹 USB	
📷 🥅 Multimedia	
📕 🔽 Flash	
📖 🔲 Multi-Display	
📓 🔲 Rich Sound	
🙋 🔽 TCX Monitor	Clicking "Next" will install MAT.
N.B.: Flash Player plugin is not insta Please contact your administrator o	alled in the system you will not experience flash redirection! r download from <u>http://get.adobe.com/flashplayer/</u> .
InstallShield	
	< Back Next > Cancel

Figure 27. TCX components

DØLI

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

👹 Wyse TCX	X Client Suite Version 7.2.0.0	
Modifyin	g Wyse TCX Client Suite	DELL
B	Modifying Wyse TCX Client Suite. This may take several minutes.	
	Status:	
]
	Note: Please donot interrupt while the setup is in progress. This could lead to unexpected results.	
InstallShield —		,

Figure 28. Modifying Wyse TCX Client Suite

7. The Modify Complete dialog box is displayed. Click Finish to complete the process.

🙀 Wyse TCX Client Suite Version 7.2.0.0 🛛 🛛 🔀			
	Modify Complete		
(Dell)	Successfully Modified Wyse TCX Client Suite		
\sim	🌵 🔽 USB		
Wyse TCX	🖬 🗖 Multimedia		
Client Suite	📕 🔽 Flash		
	📷 🗖 Multi-Display		
	📓 🔲 Rich Sound		
	🙋 🗹 TCX Monitor		
	I Show the Windows Installer log		
	Finish Cano	:el	

DØLL

Figure 29. Modify Complete

Performing a Server Suite Interactive Uninstallation

To uninstall the Wyse TCX Server Suite Version 7.2.0.XX from the system, complete the following task:

- 1. Double-click the Wyse TCX Server Suite Version 7.2.0.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.

岁 Wyse TCX Server Suite Version 7.2.0.63				
Wyse TCX Server Suite	Wyse TCX Server Suite			
	Next > Cancel			

Figure 30. Wyse TCX Server Suite

DEL

3. The Program Maintenance screen is displayed.

뻻	Wyse TCX Server Suite Version 7.2.0.63	×
Program Ma	aintenance	Dell
B	 Add or Remove Components Change / Modify Wyse TCX Server Suite. 	
F	O Repair Repair Wyse TCX Server Suite.	
8	Uninstall Uninstall Wyse TCX Server Suite.	
InstallShield	< Back Next >	Cancel

Figure 31. Program Maintenance

4. Click Uninstall to uninstall the Wyse TCX Server Suit Version 7.2.0.XX.

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

DØLL

閿	Wyse TCX Server Suite Version 7.2.0.63	x
Uninstall Wy	yse TCX Server Suite	Dell
Click Uninsta	tall to uninstall Wyse TCX Server Suite.	
✓ Preserve	e USB Database Settings	
InstallShield ——	< Back Uninstall	Cancel

Figure 32. Uninstall Wyse TCX Server Suite

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

閿	Wyse TCX Server Suite Version 7.2.0.63 📃 🗖 🗙	
Uninstalli	ing Wyse TCX Server Suite)
1 6	Uninstalling Wyse TCX Server Suite. This may take several minutes.	
	Status:	
	Note: Please donot interrupt while the setup is in progress. This could lead to unexpected results.	
InstallShield -		-

DØLL

Figure 33. Uninstalling Wyse TCX Server Suite

6. The Uninstall Complete dialog box is displayed. Click Finish to complete the process.

🚽 Wyse T	CX Server Suite Version 7.2.0.63			
Uninstall Complete				
DELL	Successfully uninstalled Wyse TCX Server Suite.			
\smile	ဖိုး 🗹 USB			
Wyse TCX	Multimedia			
Server Suite	Multi-Display			
	📓 🗌 Rich Sound			
	🖌 🗹 Flash			
	C TCX Monitor			
	Show the Windows Installer log			
	Finish Cancel			

Figure 34. 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 \rightarrow Programs and Features.
- To uninstall a Wyse TCX Server Suite, select it from the list and click Uninstall. C.

Control Panel * P	rograms × Programs and Features		👻 🔯 Search P	rograms and Features
Control Panel Home	Uninstall or change a program To uninstall a program, select it from the list and then click	Uninstall, Change, or Repair.		
Turn Windows features on or off				
	Organize 🔻 Uninstall Change			
	Name -	Publisher	+ Installed + Size	+ Version
	WcAfee Agent	McAfee, Inc.	2/10/2016	28.3 MB 4.8.0.1938
	McAfee VirusScan Enterprise	McAfee, Inc.	12/6/2016	76.8 MB 8.8.02004
	Microsoft .NET Framework 4.5.2	Microsoft Corporation	1/3/2017	38.8 MB 4.5.51209
	Microsoft Visual C++ 2008 Redistributable - x64 9.0.3072	Microsoft Corporation	5/7/2013	788 KB 9.0.30729.4
	Microsoft Visual C++ 2008 Redistributable - x86 9.0.3072	Microsoft Corporation	1/3/2017	240 KB 9.0.30729
	Microsoft Visual C++ 2008 Redistributable - x86 9.0.3072	Microsoft Corporation	5/7/2013	596 KB 9.0.30729.4
	Microsoft Visual C++ 2012 Redistributable (x64) - 11.0.61	Microsoft Corporation	12/15/2016	20.5 MB 11.0.61030
	Microsoft Visual C++ 2012 Redistributable (x86) - 11.0.61	Microsoft Corporation	12/15/2016	17.3 MB 11.0.61030.
	Whyware Tools	VMware, Inc.	5/7/2013	56.3 MB 9.0.0.15210
	Withware Tools	VMware, Inc.	11/10/2011	28.4 MB 8.3.12.8191
	WDM 5.7.2	Dell Inc.	12/19/2016	135 MB 5.7.2.229
	Wyse TCX Server Suite	Deli Inc.	1/19/2017	2.69 MB 7.2.0.63

Performing a Client Suite Interactive Uninstallation

To uninstall the Wyse TCX Client Suite Version 7.2.0.XX from the system, complete the following task:

- Double-click the Wyse TCX Client Suite installer file. 1.
- 2. The Wyse TCX Client Suite Version 7.2.0.XX dialog box is displayed. This is to modify, repair, or remove Wyse TCX client suite, click Next

븅 Wyse T	CX Client Suite Version 7.2.0.63			
Wyse TCX Client Suite				
DEEL	To modify, repair, or remove Wyse TCX Client Suite, dick Next.			
Wyse TCX				
Client Suite				
	Next > Cancel			

Figure 36. Wyse TCX Client Suite

(D&LL

3. The Program Maintenance screen is displayed.

閿	Wyse TCX Client Suite Version 7.2.0.63	x
Program M	aintenance	Dell
B	○ Add or Remove Components Change / Modify Wyse TCX Client Suite.	
F	O Repair Repair Wyse TCX Client Suite.	
8	Uninstall Uninstall Wyse TCX Client Suite.	
InstallShield —	< Back Next >	Cancel

Figure 37. Program Maintenance

4. Click Uninstall to uninstall the Wyse TCX Client Suite Version 7.2.0.XX.

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

DØLL

B	Wyse TCX Cli	ent Suite Version 7.2.0.63	x
Uninstall Wy	se TCX Client Suite		Dell
Click Uninsta	ll to uninstall Wyse TCX Cl	ient Suite.	
✓ Preserve	USB Database Settings		
InstallShield ——		< Back Uninstall	Cancel

Figure 38. Uninstall Wyse TCX Client Suite

5. The Uninstalling Wyse TCX Cient Suite dialog box displays the progress bar.

闄	Wyse TCX Client Suite Version 7.2.0.63 📃 🗖 🗙
Uninstall	ing Wyse TCX Client Suite
1 6	Uninstalling Wyse TCX Client Suite. This may take several minutes.
	Status:
	Note: Please donot interrupt while the setup is in progress. This could lead to unexpected results.
InstallShield	

DELL

Figure 39. Uninstalling Wyse TCX Cient Suite

6. The Uninstall Complete dialog box is displayed. Click Finish to complete the process.

😼 Wyse T	CX Client Suite Version 7.2.0.63	
Uninstall Complete		
DELL	Successfully uninstalled Wyse TCX Client Suite.	
	Multimedia	
Client Suite	J Flash	
	Multi-Display	
	Rich Sound	
	CX Monitor	
	Show the Windows Installer log	
	Finish Cancel	

Figure 40. Uninstall Complete

NOTE: You can also perform the following task mentioned here:

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



Figure 41. Control Panel

Performing a Silent Uninstallation on the Client

To perform a silent uninstallation on the client, complete the following task:

- 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.
- 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.

Performing a Silent Uninstallation on the Server

To perform a silent uninstallation, complete the following task:

- 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.

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 7.2.0.XX** components. The Upgrade is supported only from the last two released version, such as TCX 7.0.0.XX and 7.1.0.XX. To upgrade the TCX components on your system, complete the following task:

1. On the system where the TCX Server Suite 7.0.0.XX or 7.1.0.XX is installed, double-click the file Wyse TCX Server Suite_prod32 of version 7.2.0.XX.

The Wyse TCX Server Suite 7.2.0.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 42. User Account Control (UAC)

Déll

2. The Upgrading Wyse TCX Server Suite 7.2.0.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 43. 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**.



B Wyse TCX Server Suite Version 7.2.0.63	83
Setup Type	Dell
Typical Install You have opted to install Wyse TCX Server Suite - 7.2.0.63 in "Typic mode. Clicking "Next>" will install/upgrade all of the TCX component Multi-Display will not be installed on this OS.	cal" nts.
Rich Sound will not be installed on this 05.	
Custom Install	
Install to: C:\Program Files\Wyse\TCX\Server\ InstallShield	Browse
Figure 44. Setup Type	NEXL 2

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

(D&LL)

😥 Wyse TCX Server Suit	te Version 7.2.0.63	
Summary	Dell	
	\smile	
Summary :-		
Type of Install: Typical Installation		
Components selected :-		
USB, Multimedia, Flash, TCX Monitor.		
Installation directory: C:\Program Files (x86)\V	/yse\TCX\Server\	
Disk space required: 500 MB		
N.B.: Flash Player plugin is not installed in the system you will not experience flash redirection! Please contact your administrator or download from <u>http://qet.adobe.com/flashplayer/</u> .		
Note: This process may take several minu completes the further processing.	tes. Please wait until the installer	
InstallShield		
	< Back Install	

Figure 45. Summary

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

DELL

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

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

😼 Wyse TCX Serve	er Suite Version 7.2.0.63
Setup Type	Dell
○ Typical Install	
 Custom Install 	Customized install of TCX component. Recommended for advanced users.
Install to: C:\Program Files (x86)\Wy InstallShield	se\TCX\Server\ Browse

Figure 46. Setup Type

DELL

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**.

😼 Wyse TC	X Server Suite Version 7.2.0.63
Custom Setup	Dell
Select the TCX Compone	ents you would like to install.
🜵 🗹 USB	Clicking "Next" will install USB Virtualizer.
🗰 🗹 Multimedia	Clicking "Next" will install Multimedia.
📖 🗹 Multi-Display	Clicking "Next" will install Multi-Display.
📓 🗌 Rich Sound	Rich Sound is not adequate for running in this 05.
🖌 🗹 Flash	Clicking "Next" will install Flash Redirection.
💆 🗹 TCX Monitor	Clicking "Next" will install TCX Monitor.
InstallShield	
	< Back Next >

Figure 47. Custom Setup

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

₩yse TCX Server Suite Version 7.2.0.63
Summary
`
Summary :-
Type of Install: Custom Installation
Components selected :-
USB, Multimedia, Multi-Display, Flash, TCX Monitor.
Installation directory: C:\Program Files (x86)\Wyse\TCX\Server\
Disk space required: 470 MB
N.B.: Flash Player plugin is not installed in the system you will not experience flash redirection! Please contact your administrator or download from <u>http://get.adobe.com/flashplayer/</u> .
Note: This process may take several minutes. Please wait until the installer completes the further processing.
InstallShield
< Back Install

Figure 48. Summary

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

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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.

🚽 Wyse Te	CX Server Suite Version 7.2.0.63
	Install Complete
DELL	Successfully installed Wyse TCX Server Suite.
	ų• ⊻USB
Wyse ICX	
Server Suite	Multi-Display
	↓ Flash
	CX Monitor
	Show the Windows Installer log
	Finish Cancel

Figure 49. 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 7.2.0.XX** components. The Upgrade is supported only from the last two released version, such as TCX 7.0.0.XX and 7.1.0.XX. To upgrade the TCX components on your system, complete the following task:

1. On the system where the TCX Client Suite 7.0.0.XX or 7.1.0.XX is installed, double-click the file **Wyse TCX Client Suite** of version 7.2.0.XX.

The Wyse TCX Client Suite 7.2.0.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.

Wyse TCX	Client Suite 7.2.0.63	X
?	User Account Control (UAC) Setting in the system is currently ON. This is preventing TCX Suite upgrade. To proceed with upgrade, UAC needs to be turned OFF. Click 'Yes' to turn OFF UAC and reboot the system. TCX Suite upgrade will continue automatically after reboot. Click 'No' to abort the upgrade.	
	Ves No	

Figure 50. User Account Control (UAC)

2. The Upgrading Wyse TCX Client Suite 7.2.0.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 51. Upgrading Wyse TCX Client Suite

3. The **Setup Type** dialog box is displayed.

DEL

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**.

P Wyse TCX Client Suite Version 7.	2.0.63
Setup Type	Dell
Typical Install	Installs all TCX Components. Requires 500 MB of disk space.
You have opted to install V mode. Clicking "Next>" wil	Nyse TCX Client Suite - 7.2.0.63 in "Typical" Il install/upgrade all of the TCX components.
🔘 Cu <u>s</u> tom Install	
Custom Install Install to: C:\Program Files\Wys	se\TCX\Client\
Custom Install Install to: C:\Program Files\Wys stallShield	se\TCX\Client\ Browse

DØLL

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

Wyse TCX Client Suite Version 7.2.0.63	x	
Summary	Dell	
	\bigcirc	
Summary:-		
Type of Install: Typical Installation.		
Components selected :-		
USB, Flash, TCX Monitor.		
Installation directory: C:\Program Files\Wyse\TCX\Client		
Disk space required: 500 MB		
N.B.: Flash Player plugin is not installed in the system you will not experience flash redirection! Please contact your administrator or download from http://get.adobe.com/flashplayer/ .		
Note: This process may take several minutes. Please wait until the instal completes the further processing.	ler	
InstallShield		
< Back I	nstall	

Figure 53. Summary

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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**.

🖞 Wyse TCX	Client Suite	e Version 7.2.0.63	;	x
Setup Type				DELL
○ Typical Install				
 Custom Install 		Customized install of T Recommended for adv	CX componen anced users.	t.
Install to: C:\Program Files\Wys	se\TCX\Client		Browse	
II ISTAIIOLIIEIO —		< Back	Next >	

Figure 54. 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.

Dell

- 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.

Wyse TCX Client Suite Version 7.2.0.63
Summary
Summary:-
Type of Install: Custom Installation.
Components selected :-
USB, Flash, TCX Monitor.
Installation directory: C:\Program Files\Wyse\TCX\Client
Disk space required: 420 MB
N.B.: Flash Player plugin is not installed in the system you will not experience flash redirection! Please contact your administrator or download from <u>http://qet.adobe.com/flashplayer/</u> .
Note: This process may take several minutes. Please wait until the installer completes the further processing.
InstallShield
< <u>B</u> ack <u>I</u> nstall

Figure 55. Summary

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

劇	Wyse TCX Client Suite Version 7.2.0.63 - 🗖 🗙
Installing	Wyse TCX Client Suite
P	Installing Wyse TCX Client Suite. This may take several minutes.
	Status:
	Note: Please donot interrupt while the setup is in progress. This could lead to unexpected results.
InstallShield -	

Figure 56. Installing Wyse TCX Client Suite

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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.

Wyse TCX Client Suite Version 7.2.0.63				
	Install Complete			
DELL	Successfully installed Wyse TCX Client Suite.			
\smile	ជុំ 🕑 USB			
Wyse TCX	Multimedia			
Client Suite	🖌 🗹 Flash			
	Multi-Display			
	📓 🗌 Rich Sound			
	C TCX Monitor			
	Show the Windows Installer log			
	Finish Cancel			

Figure 57. 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 5.7.1) software you can PUSH the RSP packages onto the client. To download the RSP packages, complete the following steps:

- 1. Go to <u>www.dell.com/wyse/support</u>.
- 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):

Installation	Unistallation
WyseTCXClientSuite7.2.0.XXx64WE8S	WyseTCXClientSuite7.2.0.XXx64UninstallWE8S
WyseTCXClientSuite7.2.0.XXx64WES7P	WyseTCXClientSuite7.2.0.XXx64UninstallWES7P
WyseTCXClientSuite7.2.0.XXx64WIE10	WyseTCXClientSuite7.2.0.XXx64UninstallWIE10

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

Installation	Unistallation
WyseTCXClientSuite7.2.0.XXWES7	WyseTCXClientSuite7.2.0.XXUninstallWES7

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

- a. Double-click WyseTCXClientSuite7.2.0.XXWES7 file to start the process.
- b. 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.

WinZip Self-Extractor - WyseTC	XClientSuite7.0	.0.50WES 🗙
To unzip all files in this self-extractions specified folder press the Unzip bu	inZip Self-Extract	or - WyseTCXClier
Unzin to folder:		Run <u>W</u> inZip
C:\WDM Packages	<u>B</u> rowse	<u>C</u> lose
verwrite files without prompting)	About
When done unzipping open: .\WyseTCXClientSuite7.0.0.50V	VES7\Readme.b	<u>H</u> elp

- c. 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

WinZip Self-Extractor - WyseTCXClientSuite7.0.0.50WES 🗙				
To unzip all files in this self-extractor file to the specified folder press the Unzip button.		Unzip		
Unzip to <u>f</u> older:		Run <u>W</u> inZip		
C:\WDM Packages	<u>B</u> rowse	<u>C</u> lose		
verwrite files without prompting		About		
When done unzipping open: .\WyseTCXClientSuite7.0.0.50WES7\Readme.to		<u>H</u> elp		
Unzipping WyseTCXClientSuite.msi				

- d. After unzipping the files, Go to Start \rightarrow All Programs \rightarrow WDM Folder \rightarrow WDM 5.7.2 and start WDM 5.7.2 software.
- e. In the WDM console, expand Wyse Device Manager and select Package Manager.

Console Root	Nerve +	Description	Status	05	Size (035)	Created	Defau
Q WyseDeviceManager	ElBootAgentUpgradeUnux	Book Agent Upgrade for SLETC SP2(SP3 (3.2.2)	Active	SUSE Linux	8192	7/22/2015 12:00:00 PM	Yes
E Store Manager	EBookAgentUpgradeWE85	Boot Agent Upgrade for WEBS (Ver-3.2.2)	Active	Windows Enbe	37763	7/22/2015 12:00:00 PM	Yes
🖻 🎧 Package Manager	ElBootAgentUpgradeWE85x	Boot Agent Upgrade for WEBSx (Ver-3.2.2)	Active	Windows Embe	10343	7/22/2015 12:00:00 PM	Yes
Agent Update	EllookAgentUpgradeWES7	Book Agent Upgrade for WES7 (Ver-3.2.2)	Active	Windows Enbe	10343	7/22/2015 12:00:00 PM	Yes
Device Contiguration	EBootAgentUpgradeWES7P	Boot Agent Upgrade for WES7P (Ver-3.2.2)	Active	Windows Enbe	10351	7/22/2015 12:00:00 PM	Yes
anages	Reboot	Device Reboot	Active	ALL	1	12/19/2011 12:50:17 PM	Yes
Diret Patrajes	ResetOSSettings	Resets OS configuration to factory default	Active	ALL	1	10/29/2013 4:08:57 PM	Yes
I Manager	ShukDown	Device Shutdown	Active	ALL	1	12/19/2011 12:50:17 PM	Yes
E Report Manager E Configuration Manager	EwskeOnLAN	Device WOL	Active	AL	1	12/19/2011 12:50:17 PM	Yes

f. Right click Other package and go to $\mathbf{New} \rightarrow \mathbf{Package...}$.



DELI

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.

rackaye mzara		
010 011	To register a WDM package, type or browse for the path to the WDM script file (.rsp). The .rsp file may be on a CD from the device maker, or on a local or network drive.	
1010 110	Package Location Please specify the location of the Package's .rsp file: File Path: C:\WDM Packages\WyseTCXClientSuite7	
ୢୄ	< <u>B</u> ack <u>N</u> ext > Cancel	

i. Click **Next**.

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Package Wizard		X
010	lf you have admi package by unc	nistrator privileges you may inactivate this hecking the "Active" checkbox.
011	Package Informa	ation
	<u>N</u> ame	WyseTCXClientSuite7.0.0.50WES7
1010	<u>D</u> escription	Installs Wyse TCX Client Suite Version 7.0.0.
-	<u>C</u> ategory	Other Packages
TTO		
?		< <u>B</u> ack <u>N</u> ext > Cancel

j. The WDM software is now ready to register a package. Click **Next** to start the registration process and you can view the progress in the progress bar.

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Package Wizard		X
010 011 1010 110	WDM is ready to register the package. Click Next to begin. Package Registration Progress Ready	
?	< <u>B</u> ack <u>Next</u> > Cancel	

k. You can view WyseTCXClientSuite7.2.0.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.

WyseDeviceManager - [Console	Root'(WyseDeviceManager'(Package Manager'(0th	ver Packages]					18 X
Ble Action Yeav Pavgrites	Window Belp						IS X
🗭 🔿 🗶 📷 🗛 🕞 😫 🖉	1 × U = 4 4 4 4						
Console Root	None -	Description	9th	05	Se	Greated	Defa
E O WyseDeviceManager	E BootAgenti Jogradel, Inux	Book Agent Upgrade for SLETC \$P2/SP3 (3-2-2)	Active	SUSE Linux	8192	7/22/2005 12:00:00 PM	Tes
Device Manager	EBookAgentilograde/WE85	Boot Agent Upgrade for WEBS (Ver-3.2.2)	Active	Windows Enbedded 8 Standard 64	37763	7/22/2005 12:00:00 PM	Tes
El Ca Package Manager	BookAgentilipgrade/WERS#	Boot Agent Upgrade for WEBSx (Ver-3.2.2)	Active	Windows Enbedded 9 Standard 32	10949	7/22/2005 12:00:00 PM	Tes
Apent Update	Eleccr.Agenth.lograde/WES7	Boot Agent Upgrade for WES7 (Ver-3.2.2)	Active	Windows Enbedded Standard 7	10949	7/22/2015 12:00:00 PM	Tes
Cevice Configuration	EBootApentilograde/WES79	Boot Agent Upgrade for WES7P (Ver-3.2.2)	Active	Windows Enbedded Standard 7 P	1035t	7/22/2015 12:00:00 PM	Tes
Disages	Rebox	Device Rebot	Active	ALL .	1	1019/2011 12:50:17 PM	Tes
Other Pathages	EReset055ettings	Resets OS configuration to factory default	Active	ALL.	1	10/29/2013 4:00:57 PM	Tes
PCaP Device contigura	Shuttown	Device Shutdown	Active	ALL	1	12019/2011 12:50:17 PM	Tes
E Obsidentanager	WakeOn IN	Device WOX	Active	Ma	1	12/19/2011 12:50:17 RM	Tes
Software dissortion S	WyseTCXClercSube7.0.0.50UninctaRWERSx	Uninstalls Wyse TCX Client Suite Version 7.0.0.50 on WE0S: builds	Active	Windows Enbedded 9 Standard 32	30462	12/10/2015 11:41:53 RM	No
Chadded Darksman	WyseTC)ClercSube7.0.0.50.htnctafWES7	Uninchalis Wyse TCX Client Suite Version 7.0.0.50 on WES7 builds	Active	Windows Enbedded Standard 7	30462	12/10/2015 11:43:34 PM	No
Band Town Company's	WyseTCXClercSube7.0.0.50.htnstafWESWFR1WFR2	Uninctails Wyse TCX Client Suite Version 7.0.0.50 on WES 2009 builds	Active	Windows Enbedded Standard	30462	12/10/2015 11:40:59 PM	No
Securing Lindshee	WyseTC)ClercSute7.0.0.52WEIS:	Installs Wyte TCK Client Suite Version 7.0.0.50 on WEBS/ builds	Active	Windows Enbedded 8 Standard 32	58704	12/10/2015 11:40:46 PM	No
31 A Report Manager	WyseTCXClerzSube7.0.0.52WES7	Installs Wyse TCX Clent Suite Version 7.0.0.50 on WES7 builds	Active	Windows Enbedded Standard 7	58704	12/10/2015 11:41:07 PM	No
E Configuration Nanager	WyseTCXClercSube7.0.0.52WESWFRUWFR2	Installs Wyse TCX Clent Suite Version 7, 0.0, 50 on WES 2009 builds	Active	Windows Enbedded Standard	58703	12/10/2015 11:41:29 RM	No
Cit Group Types	WyoeTCXClertSube7.0.0.5Dx54UninetalWE05	Uninetails Wyse TC: Client Sube 64 bit Version 7.0.0.50 on WENS builds	Active	Windows Enbedded 8 Standard 64	72714	12/10/2015 11:09:30 PM	No
To Views	WyseTCXClerzSube7.0.0.52x54Uninsty8VES7P	Uninstalle Wyse TCX Client Sube 64 bit Version 7.0.0.50 on WES7P builds	Active	Windows Enbedded Standard 7 P	72714	12/10/2015 11:09:53 PM	No
Cefault Device Configur	Wyse1CXCler2Sube7.0.0.52x54W205	Installs Wyte TCX Client Sube 64 bit Version 7, 0, 0, 50 on WERS builds	Active	Windows Enbedded 8 Standard 64	92955	12/10/2015 11:00:33 PM	No
Profile Manager	Wyos1C0ClereSubs7.0.0.50x64WES7P	Installs Wyse TCI Client Suite 64 bit Version 7.0.0.50 on WES7P builds	Active	Windows Endexided Standard 7 P	92955	12/10/2015 11:09:02 PM	No

- I. 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**.

Package Distribution Wi	izard					×
Please select the device(choose all devices in the	s) to which you want t list.	o distribute the select	ed package.	Click the	e 'Select All' but	ton to
Search Criteria Fie	ld(s)	Go				
[Sel	ected Devices	
Name	LAN MAC Address	Active IP Address		Name		
UES008064B5	008064B5B8FC	192.168.0.102	-			
WES008064BF	008064BFDE94	10.150.108.235				
WES008064C0	008064C0B5AD	10.150.108.211				
🚊 WES008064C0	008064C0B6EC	10.150.115.47				
•		Þ	•			▶
Recurring Update		Select All				Select All
		Delect All				JOICCOM
2			< <u>B</u> ac	sk.	<u>N</u> ext>	Cancel

DEL

n. Click **Next**.

Package Distribution Wizard	×
Please select the device(s) to which you want to distribute the selec choose all devices in the list.	ted package. Click the 'Select All' button to
Search Criteria Field(s)	
All Columns 💌 🚊	Selected Devices
Name LAN MAC Address Active IP Address	Name
WES008064B5 008064B5B8FC 192.168.0.102	WES008064BFDE94
WES008064BF 008064BFDE94 10.150.108.235	
🖳 🖳 WES008064C0 008064C0B5AD 10.150.108.211	1
🖳 🖳 WES008064C0 008064C0B6EC 10.150.115.47	
Recurring Update	1
<u>Select All</u>	Select All
2	< Back <u>N</u> ext > Cancel

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

Package Distribution Wiz	ard	×
010 011	WDM is ready to create each update in the database. When you are ready, please click the 'Next' button to begin.	
1010 110	Update Creation Progress Status:	
?	< <u>B</u> ack <u>Next></u> Cancel	

p. All the updates are scheduled. Click Finish.

Package Distribution Wiz	ard	×
010 011 1010 110	All updates have been scheduled. Click 'Finish' to exit the wizard.	
?	< <u>B</u> ack Einish Cance	

You can view the package in the Scheduled Packages list.

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



Troubleshooting

This section provides troubleshooting information for TCX 7.2.

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 displayes the User Account Control messages. It was not displayed in the previous RTM versions installation process.

Solution: The TCX 7.2 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.

Wyse TC	🗙 Server Suite - InstallShield Wizard 🛛 🛛 🔀
(i)	The setup has detected an invalid license key. Kindly provide a valid license key to continue installation.
	ОК

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.