

Wyse Converter for PCs

Version 2.1 Maintenance Release 1 Administrator's 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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Introduction to Wyse Converter for PCs

Wyse Converter for PCs is a stand-alone software that enables you to provide a thin client-like experience on a Windows PC. Wyse Converter for PCs provides a secure, and seamless interface to connect to VDI sessions.

After you install Wyse Converter for PCs, the device is referred to as Wyse Software thin client. You can manage the device using Wyse Management Suite 1.3 and later versions.

Wyse Converter for PCs utilizes the existing Windows operating system on the hardware. It also adds the customization but does not replace the operating system. It only locks down the existing Windows operating system for a more secure user experience.

NOTE: The existing Start menu shortcuts and desktop shortcuts on the system are removed during installation, and the shortcuts can be restored post uninstallation.

Support matrix

Wyse Converter for PCs and Wyse Easy Setup are supported by the following operating systems:

Table 1. Support matrix

Supported operating system	Version	Supported languages
Windows 10 Enterprise 64-bit	All versions	<ul style="list-style-type: none"> • English United States • English India • English United Kingdom • Dutch • German • French France • French Canada • Italian • Spanish • Japanese • Korean • Simplified Chinese • Traditional Chinese • Portuguese Brazilian • Russian
Windows 10 Enterprise LTSB 64-bit	All versions	
Windows 10 Enterprise LTSC 64-bit	All versions	
Windows 10 Education 64-bit	All versions	
Windows 10 Professional 64-bit	All versions	
Windows 7 Enterprise 64-bit	Service pack1 6.1.7601	
Windows 7 Enterprise 32-bit	Service pack1 6.1.7601	
Windows 7 Professional 64-bit	Service pack1 6.1.7601	
Windows 7 Professional 32-bit	Service pack1 6.1.7601	

NOTE: Wyse Converter for PCs installer and Wyse Easy Setup (Shell and the Admin UI) are in English-United states for the language builds that are not listed in the preceding table.

Installation methods

You can install Wyse Converter for PCs using any of the following methods:

- Remote or silent installation from a third party management software such as Microsoft System Center Configuration Manager—see [Installing Wyse Converter for PCs using third party management software](#).
- Local installation on your PC—see [Installing Wyse Converter for PCs using the installer on a local device](#).

The following modifications are made by the Wyse Converter for PCs installer:

- Two new user accounts, WyseAdmin and WyseUser are created, and the existing non-administrator accounts are disabled.
- The NetXClean utility is installed to clean extraneous information from the local storage.
- The control settings functions are limited to the user.
- Wyse Device Agent is installed to manage Wyse Software thin client by using Wyse Management Suite.
- The following applications can be installed on your PC using the installer:
 - Wyse Device Agent version 14.3.0.66
 - TightVNC version 2.6.4
 - Wyse Easy Setup 1.2.1
 - Dell Write Filter
- Dell thin client application, CAD map tool, and RAMDisk applications are installed. The RAMDiskSize application modifies the RAM disk size based on the WriteFilter status.
- Unified Write Filter is installed on systems that run on Windows 10 Enterprise operating system.
- Dell Write Filter is installed on systems that run Windows 7 operating system.
- Dell thin client customizations such as wallpaper, desktop theme, and user account Dell logo are added.
- If Citrix Receiver and VMware Horizon Client are installed on your PC, the Wyse Converter for PCs adds the thin client customization for the respective connection brokers.

NOTE:

- The administrator account and the user accounts which are part of local administrator group are not disabled by Wyse Converter for PCs.
- If you update any of the applications that are installed by the Wyse Converter for PCs, the applications are not uninstalled when you uninstall Wyse Converter for PCs.

Topics:

- [Parameters for silent installation](#)
- [Prerequisites to install Wyse Converter for PCs](#)
- [Installing Wyse Converter for PCs using third party management software](#)
- [Installing Wyse Converter for PCs using the installer on a local device](#)

Parameters for silent installation

The following table provides description on the parameters used for silent installation:

Table 2. Parameters for silent installation

Name	Syntax	Description
install	/install	Runs the installer displaying no user interface and prompts.
adminpassword	/adminpassword:	Sets the password for the administrator account.
userpassword	/userpassword:	Sets the password for the user account.
app	/app:	Installs the applications that you specify.
tightvnc	tightvnc	Installs TightVNC on your system.
Wyse Easy Setup	wyseeasysetup	Installs Wyse Easy Setup on your system.

NOTE: The installer will abort if you provide incorrect parameters.

Prerequisites to install Wyse Converter for PCs

The following are the prerequisites to install Wyse Converter for PCs:

- Windows QFEs and the drivers should be updated to the latest version.
- Genuine version of the Windows operating system is installed.
- The existing user name should not be WyseUser or WyseAdmin.
- A minimum disk space of 4 GB is available.
- Unified Write Filter is disabled—Applicable only to Windows 10 Enterprise operating systems.
- Disable the antivirus.
- Disable Windows Secure Boot.

NOTE: Wyse Converter for PCs cannot be installed on a virtual machine.

Installing Wyse Converter for PCs using third party management software

You can install Wyse Converter for PCs on multiple devices simultaneously using a third party management software such as Microsoft System Center Configuration Manager (SCCM).

Perform the following steps for silent installation of Wyse Converter for PCs using SCCM:

- 1 Launch the SCCM console.
- 2 Go to **Software Library > Overview > Application Management > Applications**.
- 3 Right-click **Applications**, and click **Create Application**.
The **Create Application Wizard** window is displayed.
- 4 On the **General** page, click **Manually specify the application information**.
- 5 Click **Next**.
- 6 On the **General Information** page, specify the information about the application and click **Next**.
- 7 On the **Application Catalog** page, specify the information about how you want to display the application when you browse the Application Catalog.

- 8 On the **Deployment Types** page, click **Add** to create a deployment type.
The **Create Deployment Type Wizard** window is displayed.
- 9 On the **General** page, click **Manually specify the deployment type information**.
- 10 Click **Next**.
- 11 On the **General Information** page, specify the information about the application and click **Next**.
- 12 On the **Content** page, specify the location of the Wyse Converter for PCs setup file.
- 13 In the **Installation program** field, enter the parameter `WyseConverterforPCs.exe /install /adminpassword: /userpassword: /app:` and specify the administrator password, user password and the applications you want to install.
For example, `WyseConverterforPCs.exe /install /adminpassword:DellCCCvdi /userpassword:DellCCCvdi /app:tightvnc:wyseeasysetup`.

For information on the parameters, see [Parameters for silent installation](#).
- 14 On the **Detection Method** page, select the following options:
 - From the **Setting Type** drop-down menu select **Registry**.
 - Enter the registry key as `hklm\software\wnt`.
 - Enter the **Value** as **Build**.
 - From the **Data type** drop-down menu select **String**.
 - To set the registry rule check **This registry setting must satisfy the following rule**.
 - From the **Operator** drop-down menu select **Equal**.
 - For the **Value** field enter the `<Build Version>`. For example, `9122`.
- 15 Click **Next**.
- 16 On the **User Experience** page, from the **Installation behavior** drop-down list, select **Install for system if resource is device; otherwise install for user**.
- 17 From the **Logon requirement** drop-down list, select **Whether or not a user is logged on**.
- 18 From the **Installation program visibility** drop-down list, select **Hidden**.
- 19 Specify the maximum run time and the estimated installation time of the deployment program for the application, and click **Next**.
- 20 On the **Requirements** page, click **Next**.
- 21 On the **Dependencies** page, click **Next**.
- 22 On the **Summary** page, the summary of the configurations is displayed.
- 23 Click **Close**.
- 24 Distribute the content to distribution point to make the content available for deployment. To distribute the content to distribution point, see *Operations and Maintenance for Content Management in Configuration Manager* at technet.microsoft.com.
- 25 Deploy the application to the target clients. To deploy the application, see *How to Deploy Applications in Configuration Manager* at technet.microsoft.com.

Installing Wyse Converter for PCs using the installer on a local device

About this task

To run the installer silently on a local device, log in as an administrator, run the command prompt, and enter `WyseConverterforPCs.exe /install /adminpassword: /userpassword: /app:`.

For example, `WyseConverterforPCs.exe /install /adminpassword:DellCCCvdi /userpassword:DellCCCvdi /app:tightvnc:wyseeasysetup`.

For information on silent parameters, see [Parameters for silent installation](#).

Steps

- 1 Double-click the installer package.
The **User Account Control** window is displayed.
- 2 Click **Yes**.
The installer validates the pre-installation requirements.
- 3 If the pre-installation requirements are met, click **OK**.
The **Welcome** screen is displayed.

4 Read the **Dell End User License Agreement**, and click **Next**.

NOTE: PDF reader is required to view the Dell End User License Agreement.

5 Select the **Setup Type** you want to install, and click **Next**. The available options are:

- **Typical**—If you select the setup type as **Typical**, the **Typical installation** screen is displayed. The screen lists the program features installed by the Wyse Converter for PCs installer.

NOTE: Typical installation requires minimum user interaction and installs all the typical program features.

- **Custom**—If you select the setup type as **Custom**, the **Custom installation** screen is displayed, and you can install the following applications:
 - Wyse Device Agent—Installed by default
 - TightVNC
 - Wyse Easy Setup

NOTE:

- Custom installation requires maximum user interactions and allows you to choose the program features to be installed. It is recommended for advanced users.
- If applications are already installed on the PC before the installation procedure, they are not reinstalled by the Wyse Converter for PCs.

6 Click **Next**.

The **Add user accounts** screen is displayed.

7 Clear the **Use default password** check box if you want to change the default password for the administrator and user account.

The default administrator and user password is DellCCvdi.

NOTE:

- You cannot change the default administrator user name and standard user name.
- The default password is not applicable when the target device belongs to a domain, and the password complexity is enabled.
- Password must not contain special characters, such as \ / ` ! , ~ ; * ? " & ^ .

8 Click **Next** to install the software.

The **Install** screen with the installation progress is displayed.

9 After the installation is complete, click **Restart Now**.

The system restarts and automatically logs in to the WyseAdmin account.

The installer runs the lockdown scripts on the WyseAdmin and WyseUser account, and automatically logs in to the WyseUser account.

The installer takes approximately 25 minutes to complete the installation.

NOTE:

- Write filter is enabled by default after installation on a Windows 10 Enterprise device. Similarly, the Dell Write filter is enabled by default after installation on a Windows 7 device.
- The system restarts twice to complete the installation and automatically logs in to the WyseUser account.

Upgrade methods

You can upgrade Wyse Converter for PCs using any of the following methods:

- Remote upgrade using SCCM—see [Upgrading Wyse Converter for PCs using SCCM](#)
- Local upgrade on your PC—see [Upgrading Wyse Converter for PCs on a local device](#)
- Remote upgrade using Wyse Management Suite—see [Upgrading Wyse Converter for PCs using Wyse Management Suite](#)

NOTE: You can upgrade Wyse Converter for PCs from versions 1.0, 1.0.1, 1.1, 2.0 to version 2.1 MR1 using Wyse Management Suite 1.3 only. However, you must install the latest WDA version 14.3.0.66.

Topics:

- [Upgrading Wyse Converter for PCs using SCCM](#)
- [Upgrading Wyse Converter for PCs on a local device](#)
- [Upgrading Wyse Converter for PCs using Wyse Management Suite](#)

Upgrading Wyse Converter for PCs using SCCM

Prerequisites

- Ensure that Wyse Converter for PCs 1.0, 1.0.1, 1.1, or 2.0 is installed.
- Ensure that the latest version of Windows QFEs and the drivers is installed.
- Ensure that a genuine version of the Windows operating system is installed.
- Ensure that Unified Write Filter is disabled—Applicable only to Windows 10 Enterprise operating systems.
- Ensure that Dell Write Filter is disabled—Applicable only to Windows 7 operating systems.
- Ensure that the existing user name is not WyseUser or WyseAdmin.
- Ensure a minimum disk space of 4 GB is available.
- Ensure that antivirus is disabled.
- Ensure Windows Secure Boot is disabled.
- Ensure that you are logged in as an administrator.

Steps

- 1 Launch the SCCM console.
- 2 Go to **Software Library > Overview > Application Management > Applications**.
- 3 Right-click **Applications**, and click **Create Application**.
The **Create Application Wizard** window is displayed.
- 4 On the **General** page, click **Manually specify the application information**.
- 5 Click **Next**.
- 6 On the **General Information** page, specify the information about the application and click **Next**.
- 7 On the **Application Catalog** page, specify the information about how you want to display the application when you browse the Application Catalog.
- 8 On the **Deployment Types** page, click **Add** to create a deployment type.
The **Create Deployment Type Wizard** window is displayed.
- 9 On the **General** page, click **Manually specify the deployment type information**.
- 10 Click **Next**.
- 11 On the **General Information** page, specify the information about the application and click **Next**.

- 12 On the **Content** page, specify the location of the Wyse Converter for PCs setup file.
- 13 In the **Installation program** field, enter the parameter **WyseConverterforPCs.exe /install** .
- 14 On the **Detection Method** page, select the following options:
 - From the **Setting Type** drop-down menu select **Registry**.
 - Enter the registry key as **hklm\software\wnt**.
 - Enter the **Value** as **Build**.
 - From the **Data type** drop-down menu select **String**.
 - To set the registry rule check **This registry setting must satisfy the following rule**.
 - From the **Operator** drop-down menu select **Equal**.
 - For the **Value** field enter the <Build Version>. For example, 9122.
- 15 Click **Next**.
- 16 On the **User Experience** page, from the **Installation behavior** drop-down list, select **Install for system if resource is device; otherwise install for user**.
- 17 From the **Logon requirement** drop-down list, select **Whether or not a user is logged on**.
- 18 From the **Installation program visibility** drop-down list, select **Hidden**.
- 19 Specify the maximum run time and the estimated installation time of the deployment program for the application, and click **Next**.
- 20 On the **Requirements** page, click **Next**.
- 21 On the **Dependencies** page, click **Next**.
- 22 On the **Summary** page, the summary of the configurations is displayed.
- 23 Click **Close**.
- 24 Distribute the content to the distribution point to make the content available for deployment. To distribute the content to distribution point, see *Operations and Maintenance for Content Management in Configuration Manager* at technet.microsoft.com.
- 25 Deploy the application to the target clients. To deploy the application, see *How to Deploy Applications in Configuration Manager* at technet.microsoft.com.

Upgrading Wyse Converter for PCs on a local device

Prerequisites

- Ensure that Wyse Converter for PCs 1.0, 1.0.1, 1.1, or 2.0 is installed.
- Ensure that the latest version of Windows QFEs and the drivers is installed.
- Ensure that a genuine version of the Windows operating system is installed.
- Ensure that Unified Write Filter is disabled—Applicable only to Windows 10 Enterprise operating systems.
- Ensure that Dell Write Filter is disabled—Applicable only to Windows 7 operating systems.
- Ensure that the existing user name is not WyseUser or WyseAdmin.
- Ensure a minimum disk space of 4 GB is available.
- Ensure that antivirus is disabled.
- Ensure Windows Secure Boot is disabled.
- Ensure that you are logged in as an administrator.

NOTE: Wyse Converter for PCs cannot be installed or upgraded on a virtual machine.

Steps

- 1 Double-click the **WyseConverterforPCs.exe** installer package.
- 2 The **User Account Control** window is displayed.
- 3 Click **Yes**.
The installer validates the pre-installation requirements.
- 4 If the pre-installation requirements are met, click **NEXT**.
The **Welcome** screen is displayed.
- 5 Read the **Dell End User License Agreement**, and click **NEXT** to upgrade Wyse Converter for PCs.
- 6 After the installation is complete, click **Restart Now**.

Upgrading Wyse Converter for PCs using Wyse Management Suite

- 1 Log in to the Wyse Management Suite console.
- 2 Click **Apps & Data**.
- 3 Click **Wyse Software thin client** under **App Policies**.
- 4 Click **Add Policy**.
The **Add Standard App Policy** window is displayed.
- 5 In the **Add Standard App Policy** window do the following:
 - From the **Group** drop-down menu, select the group to which the Wyse Software thin client is registered.
 - From the **Task** drop-down menu, select **Install Application**.
 - From the **OS type** drop-down menu, select **Wyse Software thin client**.
 - From the **Application** drop-down menu, select **WyseConverterForPCs.exe**.
 - Provide the install parameter `add /install`.
- 6 Click **Save**.
- 7 Go to the **Jobs** page and schedule the job to start the silent installation of Wyse Converter for PCs.

Getting started

You can log in to Wyse Software thin client as a WyseUser or as a WyseAdmin.

To get started using your Wyse Software thin client, see:

- Logging in to your Wyse Software thin client—see [Logging in to your Wyse Software thin client](#).
- Before configuring your Wyse Software thin client—see [Before configuring your Wyse Software thin clients](#).

Topics:

- [Logging in to the Wyse Software thin client](#)
- [Before configuring your Wyse Software thin clients](#)

Logging in to the Wyse Software thin client

What you see when the Wyse Software thin client turns on or reboots depends on the administrator's configuration. After creating a user account, an administrator can configure the account to log in automatically or manually with user credentials.

When you start the Wyse Software thin client, you automatically log in to the WyseUser desktop by default.

To log in as a different user or administrator on a Windows 10 device:

- 1 Click **Start Menu > User > Sign Out** to log off the current desktop.
- 2 Click anywhere on the lock screen to view the **logon** window.
- 3 You can view the user accounts list on the left-lower corner of your screen. Click the preferred user account and then enter the logon credentials.
 - **Administrators**—The default user name is **WyseAdmin** and default case-sensitive password is **DellCCCvdi**.
 - **Users**—The default user name is **WyseUser** and default case-sensitive password is **DellCCCvdi**.

If automatic login is not enabled, the login window displays when you boot the Wyse Software thin client. You can log in using the options mentioned in step 2 and step 3.

To log in as a different user or administrator on a Windows 7 device:

- 1 Click **Start Menu > Log off** to log off the current desktop while holding the Shift key till the login window is displayed.
- 2 Log in using one of the following options:
 - **Administrators**—The default user name is **WyseAdmin** and default case-sensitive password is **DellCCCvdi**.
 - **Users**—The default user name is **WyseUser** and default case-sensitive password is **DellCCCvdi**.

If automatic login is not enabled, the login window displays when you boot the Wyse Software thin client. You can log in using the options mentioned in step 2.

Before configuring your Wyse Software thin clients

Write Filter Utility is meant to protect your Wyse Software thin clients. If you want to retain certain profile configurations such as printers, monitors and other peripherals, you can configure NetXClean to refrain from cleaning up explicitly declared profiles. These utilities also prevent undesired disk writes, and clean-up extraneous information from being stored on the local disk. The C-A-D tool allows

administrators to map the Ctrl+Alt+Del key combination of VDI applications to display the Ctrl+Alt+Del screen of the VDI application. If the C-A-D tool is enabled, you can use the Ctrl+Alt+Del key combination for all VDI applications.

The Wyse Management Suite enables you to centrally configure, monitor, manage, and optimize your Wyse Software thin clients. To manage the Wyse Software thin clients remotely you must register the devices to Wyse Management suite.

However, there are instances where administrators can retain the changed configurations after you log out and restart the Wyse Software thin client.

Before configuring your Wyse Software thin clients, see

- [Using the Unified Write Filter](#)
- [Using Dell Write Filter](#)
- [Understanding the NetXClean Utility](#)
- [Understanding the C-A-D tool](#)
- [Registering Wyse Software thin client to Wyse Management Suite](#)

Unified Write Filter

Unified Write Filter (UWF) is a sector-based write filter that protects your storage media on a Windows 10 Enterprise device. UWF intercepts all write attempts to a protected volume and redirects those write attempts to a virtual overlay. UWF improves the reliability and stability of your device and improves system security since unauthorized changes to the system are discarded. In UWF, an overlay is a virtual storage space that saves changes made to the underlying protected volumes. Any time the file system attempts to modify a protected sector, UWF instead copies the sector from the protected volume to the overlay, and then modifies the overlay instead. If an application attempts to read from that sector, UWF returns the data from the overlay instead, so that the system maintains the appearance of having written to the volume, while the volume remains unchanged.

⚠ CAUTION: Please follow proper write filter and Windows Page File usage instructions at all times. Such instructions include making sure that the write filter is enabled during regular use and is disabled only temporarily by an administrator when required for image upgrades, applying security patches, registry changes and application installation. The write filter should be re-enabled as soon as such tasks are completed. Such instructions further include never enabling the Windows Page File feature during regular use of the thin client. Any operation of a Dell Wyse Windows Embedded Thin Client with the write filter turned off during regular use and/or with the Windows Page file enabled will prematurely wear out your Flash/SSD storage, decrease performance and decrease the lifespan of the product. Dell is not responsible for, and will not, warrant, support, repair or replace any thin client device or component that fails to operate properly due to a failure to follow these instructions.

For more information, see the Unified Write Filter documentation at technet.microsoft.com.

Microsoft UWF can be configured to store the overlay either entirely on RAM (RAM-based), or store the overlay in a pre-allocated file on the system volume (disk-based). In a disk-based overlay, UWF uses a pre-allocated file created on the system volume to increase the available space for the overlay. Due to the availability of more disk space in PCs, Wyse Converter for PCs 2.x configures the UWF to store the overlay in a pre-allocated file on the system volume (disk-based) and configures the size as per the following table:

Table 3. UWF disk overlay size

Disk size	UWF disk overlay
Less or equal to 10 GB	2 GB
More than 10 GB	4 GB
More than 25 GB	8 GB

Using Unified Write Filter

About this task

To configure the Wyse Software thin client to use UWF, do the following:

Steps

- 1 Log in as WyseAdmin.
If automatic login to a user desktop is enabled, log off from the user desktop and log in as an administrator.
- 2 To disable the Unified Write Filter, double-click the **Dell Wyse WF Disable** icon on the desktop.
This icon disables the filter and reboots the system.
- 3 Configure the Wyse Software thin client as per your requirements.
- 4 After you configure the Wyse Software thin client, to enable the Unified Write Filter, double-click the **Dell Wyse WF Enable** icon on the desktop.
This icon enables the filter and reboots the system. Your configurations on the Wyse Software thin client are now saved, and they persist after you reboot the thin client.

Next steps

After system start-up, the Unified Write Filter (UWF) starts automatically.

You can add specific files or folders on a protected volume to a file exclusion list to exclude those files and folders from being filtered by UWF using the Dell Wyse Unified Write Control tool. To access the tool, click the Unified Write Filter icon in the system tray. When a file or folder is in the exclusion list for a volume, all writes to that file or folder bypass UWF filtering, and are written directly to the protected volume and persist after the device restarts.

You must log in as an administrator to add or remove file or folder exclusions during run time, and you must restart the device for new exclusions to take effect.

Setting Write Filter controls

To view and manage UWF control settings, use the **Unified Write Filter Control** dialog box. To open the dialog box, double-click the UWF icon in the notification area of the administrator taskbar.

When you configure UWF control settings, some of the fields are unavailable. You can select from the list of available fields during configuration.

The Dell Wyse Unified Write Filter Control dialog box includes the following:

- **UWF status**
 - **Current Status**—Shows the status of the Unified Write Filter. The status may either be Enabled or Disabled.
 - **Boot Command**—Shows the status of the Boot Command. UWF_ENABLE means that the UWF is enabled for the next session; and UWF_DISABLE means that the UWF is disabled for the next session.
 - **Overlay used by UWF**—Shows the amount of overlay allocated to the Unified Write Filter in Mega bytes (MB) and Percentage. If **Current Status** is disabled, overlay allocated to UWF is always zero (0).
 - **Amount of overlay used for UWF Cache**—Shows the amount of overlay allocated to the Unified Write Filter cache for the current session in Megabytes (MB).
 - **Warning #1 (%)**—Shows the UWF cache percentage value at which a Low Memory warning message is displayed to the user for the current session.
 - **Warning #2 (%)**—Shows the UWF cache percentage value at which a Critical Memory warning message is displayed to the user.
- **UWF Cache settings**
 - **Amount of overlay to be used for UWF Cache**—Shows the amount of overlay that is to be used as the Unified Write Filter cache for the next session in MB. This value should be in the range of 256 MB to 2048 MB. There is an extra check to ensure that this value does not exceed 50% of Total Available overlay.
- **UWF Warning settings**
 - **Warning #1 (%)**—Shows the UWF cache percentage value at which a Low Memory warning message is displayed to the user (Default value = 80, Minimum value = 50, Maximum value = 80).

- **Warning #2 (%)**—Shows the UWF cache percentage value at which a Critical Memory warning message is displayed to the user. Once the memory level crosses the warning level 2, system automatically restarts. (Default value = 90, Minimum value = 55, Maximum value = 90)
- **Enable UWF**—Allows you to enable the Unified Write Filter and prompts you to restart the Wyse Software thin client device. To save the changes, restart the Wyse Software thin client. After the system restarts to enable the Unified Write Filter, the Unified Write Filter status icon in the desktop notification area turns green.
- **Disable UWF**—Allows you to disable the Unified Write Filter and prompts you to restart the Wyse Software thin client device. To save the changes, restart the Wyse Software thin client. After disabling the Unified Write Filter, the Unified Write Filter status icon in the desktop notification area turns red and the Unified Write Filter remains disabled after the system restarts.
- **Defaults**—Allows you to reset the UWF Cache Settings area, and the UWF Warning Settings area to their default values.
- **File Commit area**
 - **File Path**—Allows you to add, remove, and commit files to the underlying media. The system does not restart the Wyse Software thin client device. The changes are committed immediately.

 **NOTE: Delete a file path from the list, if the file is not committed.**

- **Current Session Exclusion List**

- **File/Directory Path**—

Allows you to add and remove a file or directory, to or from the exclusion list for the next session. This retrieves the list of files or directories that are written through in the current session and the title of the pane is shown as Current Session Exclusion List. The Next Session retrieves the list of files or directories that are written through for the next session and the title of the pane is shown as Next Session Exclusion List. The system will not restart the Wyse Software thin client, and the changes are not committed until an administrator restarts the Wyse Software thin client device manually.

UWF Overlay is changed from RAM to disk to configure the overlay size appropriately. UWF overlay is configured to disk overlay to have improved up time for software defined thin clients.

Enable page file— MS UWF does not support page file configuration on write protected disk on which the overlay is configured. To accommodate the page file, an additional unprotected volume is created where the page file is configured.

 **NOTE: Unified Write Filter and Dell Write Filter are not supported on Windows 10 Pro.**

Dell Write Filter

Dell Write Filter (DWF/FBWF) is a file-based write filter that protects your storage media on a Windows 7 desktop operating system. DWF intercepts all write attempts to a protected volume and redirects those write attempts to an overlay. The overlay is stored in a folder on the same volume. The size of the overlay is limited to the amount of free space available on the volume. Exclusion lists are supported for files and folders.

DWF improves the reliability and stability of your device and improves system security since unauthorized changes to the system are discarded. In DWF, an overlay is a virtual storage space that saves changes that are made to the underlying protected volumes. Any time the file system attempts to modify a protected file in the overlay, DWF instead copies the file from the protected volume to the overlay and modifies the copied file in the overlay. If an application attempts to read the file, DWF returns the data from the overlay. The file in the protected volume remains unchanged.

Using Dell Write Filter

Steps

- 1 Log in as WyseAdmin.
If automatic login to a user desktop is enabled, log off from the user desktop and log in as an administrator.
- 2 To disable the Dell Write Filter, double-click the **DWF Disable** icon on the desktop.

This icon disables the filter and reboots the system.

- 3 Configure the Wyse Software thin client as per your requirements.
- 4 After you configure the Wyse Software thin client, to enable the Dell Write Filter, double-click the **DWF Enable** icon on the desktop.
This icon enables the filter and reboots the system. Your configurations on the Wyse Software thin client are now saved, and they are no changes in the settings after you reboot the thin client.

Next steps

Dell Write Filter (DWF) starts automatically after the system starts.

You can add specific files or folders on a protected volume to a file exclusion list to exclude those files and folders from being filtered by DWF using the Dell Wyse Write Control tool. To access the tool, click the Dell Write Filter icon in the system tray. When a file or folder is in the exclusion protected volume, all writes to that file or folder bypass DWF filtering, and are written directly to the protected volume and persist after the device restarts.

You must log in as an administrator to add or remove file or folder exclusions during run time, and you must restart the device for new exclusions to take effect.

 **NOTE: File commit is not supported in Dell Write Filter.**

Setting Dell Write Filter controls

To view and manage DWF control settings, use the **Dell Write Filter Control** dialog box. To open the dialog box, double-click the DWF icon in the notification area of the administrator taskbar.

When you configure DWF control settings, some of the fields are unavailable. You can select from the list of available fields during configuration.

The Dell Write Filter Control dialog box includes the following:

- **DWF status**
 - **Current Status**—Displays the status of the File Based Write Filter. The status may either be Enabled or Disabled.
 - **Boot Command**—Displays the status of the Boot Command. DWF_ENABLE means that the DWF is enabled for the next session; and DWF_DISABLE means that the DWF is disabled for the next session.
 - **Overlay used by DWF**—Displays the amount of overlay allocated to the File Based Write Filter in Mega bytes (MB) and Percentage. If **Current Status** is disabled, overlay allocated to DWF is always zero (0).
 - **Amount of overlay used for DWF Cache**—Displays the amount of overlay allocated to the File Based Write Filter cache for the current session in Megabytes (MB).
 - **Warning #1 (%)**—Displays the DWF cache percentage value at which a Low Memory warning message is displayed to the user for the current session.
 - **Warning #2 (%)**—Displays the DWF cache percentage value at which a Critical Memory warning message is displayed to the user.
- **DWF Cache settings**
 - **Amount of overlay to be used for DWF Cache**—Displays the amount of overlay that is to be used as the File Based Write Filter cache for the next session in MB. This value should be in the range of 256 MB to 32 GB. There is an extra check to ensure that this value does not exceed 50% of Total Available overlay.
- **DWF Warning settings**
 - **Warning #1 (%)**—Displays the DWF cache percentage value at which a Low Memory warning message is displayed to the user (Default value=80, Minimum value=50, Maximum value=80).
 - **Warning #2 (%)**—Displays the DWF cache percentage value at which a Critical Memory warning message is displayed to the user. Once the memory level crosses the warning level 2, system automatically restarts. (Default value=90, Minimum value=55, Maximum value=90)

- **Enable DWF**—Allows you to enable the file based Write Filter and prompts you to restart the Wyse Software thin client device. To save the changes, restart the Wyse Software thin client. After the system restarts to enable the File Based Write Filter, the File Based Write Filter status icon in the desktop notification area turns green.
- **Disable DWF**—Allows you to disable the File Based Write Filter and prompts you to restart the Wyse Software thin client. To save the changes, restart the Wyse Software thin client. After disabling the File Based Write Filter, the File Based Write Filter status icon in the desktop notification area turns red and the File Based Write Filter remains disabled after the system restarts.
- **Defaults**—Allows you to reset the DWF Cache Settings area, and the DWF Warning Settings area to their default values.
- **Current Session Exclusion List**
 - **File/Directory Path**—Allows you to add and remove a file or directory, to or from the exclusion list for the next session. This retrieves the list of files or directories that are written through in the current session and the title of the pane is shown as Current Session Exclusion List. The Next Session retrieves the list of files or directories that are written through for the next session and the title of the pane is shown as Next Session Exclusion List. The system will not restart the Wyse Software thin client, and the changes are not committed until an administrator restarts the Wyse Software thin client device manually.

 **NOTE: Dell Write Filter does not support registry filtering.**

Dell Write Filter command line utility

The Dell Write Filter manager (dwfmgr.exe) command line utility can be used for query and set the Write Filter configuration and parameters. The following commands are supported:

Table 4. Dell Write Filter Commands

Dell Write Filter Commands	Task
Dwfmgr.exe /displayconfig	Displays configuration
Dwfmgr.exe /get-current-session-status	Provides information on current Write Filter status.
Dwfmgr.exe /get-next-session-status	Provides information on next session Write Filter status.
Dwfmgr.exe /enable	Enables Write Filter.
Dwfmgr.exe /disable	Disables Write Filter.
Dwfmgr.exe /addexclusion [file_path **]	Adds file exclusion
Dwfmgr.exe /removeexclusion [file_path **]	Removes file exclusion
Dwfmgr.exe /get - current -session-exclusions	Provides information on current session Write Filter exclusions.
Dwfmgr.exe /get-next-session-exclusions	Provides information on next session Write Filter exclusions.
Dwfmgr.exe /get-overlay-folder	Provides information about Write Filter disk overlay folder.
Dwfmgr.exe /get-overlay-config-size	Provides information about Write Filter overlay maximum configuration size.

You can enable or disable the Dell Write Filter using the following batch scripts through Wyse Management Suite:

Table 5. Batch Scripts for Dell Write Filter

Task	Batch scripts
Enable Dell Write Filter	<pre>@echo off cd C:\Program Files\Wyse\DWF start dwfmgr.exe /enable</pre>

Task	Batch scripts
	exit
Disable Dell Write Filter	@echo off cd C:\Program Files\Wyse\DWF start dwfmgr.exe /disable exit

NetXClean utility

NetXClean is a clean-up utility that keeps extraneous information from being stored on the local disk. When multiple users have logon rights to a system, the disk space is used by the profiles stored locally. NetXClean can be used to automatically clean-up directories used for temporary caching of information. clean-up is triggered on either service startup or user logoff. It does the clean-up invisibly to the user and is completely configurable.

NetXClean is a Windows utility built to run as a service. It is a standalone utility that uses a configuration file to determine which directories and files to purge, and which profiles to not purge. The utility can be configured to:

- Delete any number of directories and their contents
- Delete just the contents of any number of directories
- Delete any number of files declared explicitly
- Delete any number of files matching wild-character file names
- Refrain from cleaning up any of the profiles
- Refrain from cleaning up any number of explicitly declared profiles
- Refrain from cleaning up any number of the most recently used profiles
- Perform the directory clean-up on service start event, user logoff event, or both events.
- Perform the file clean-up on service start event, user logoff event, or both events.
- Perform the profile clean-up on service start event, user logoff event, or both events.

NetXClean does not clean-up the following directories or any parent to these directories:

- Windows directory
- Windows System directory
- The current directory where the service is installed in

NetXClean does not delete the following profiles:

- Administrator
- skinnynt
- totalcontrol
- Default_User
- Default_user
- The profile of the last user to logon

NOTE:

- NetXClean purge selections are made by the manufacturer and should not be changed without manufacturer supervision.
- NetXClean Utility does not have any dependency on Unified Write Filter (UWF).

NetXClean Utility work flow across multiple user profiles

NetXClean Utility helps you to clean-up user profiles when you have multiple user profiles configured on your system. This is applicable in scenarios where you log in and log off from your user profiles. A typical user scenario is as follows:

- 1 Log in as an administrator.
- 2 In `netxclean.ini`, specify the profile-specific values which you want the NetXClean Utility to perform.

These values are considered by NetXClean Utility after you log off and log in to your user profiles.

If you restart or perform a hard reboot of your system, the profile-specific values are not considered because the NetXClean Utility feature on user profiles is not applicable across reboots.

For more information, see the [Dell Knowledge Base](#).

C-A-D tool

The C-A-D tool enables administrators to map the Ctrl+Alt+Del key combination of VDI applications to display the Ctrl+Alt+Del screen of the VDI application. If the C-A-D tool is enabled, you can use Ctrl+Alt+Del key combination for all VDI applications.

The following are the mapped keys for different VDI applications supported by C-A-D tool:

- Citrix—Ctrl+F1
- VMware—Ctrl+Alt+Insert
- RDP—Ctrl+Alt+End

NOTE: The C-A-D tool does not work for Virtual Apps and Desktops in a Citrix session, but works only for the Citrix Virtual Apps.

The C-A-D tool is disabled by default. To enable the C-A-D tool, do the following:

- 1 Log in as WyseAdmin.
- 2 Double-click the **Dell Thin Client Application**.
- 3 Click **CAD Map**.
- 4 Select the **Enable** check box, and click **Apply**.

Registering Wyse Software thin client to Wyse Management Suite

Register the Wyse Software thin client with Wyse Management Suite by using any of the following methods:

- Register manually through the user interface provided by the Wyse Device Agent (WDA) on the device.
- Register automatically by configuring the appropriate DNS SRV records on the DNS server.
- Register automatically by configuring the appropriate option tags on the DHCP server.

Registering Wyse Software thin clients through Wyse Device Agent User Interface

Prerequisite

Create a group to register the Wyse Software thin client to the Wyse Management Suite. To register Wyse Software thin clients through Wyse Device Agent User Interface:

Steps




- 1 Open the **Wyse Device Agent (WDA)** application on your Wyse Software thin client.
The **Wyse Device Agent** window is displayed.
- 2 From the **Management Server** drop-down list, select **Wyse Management Suite**.
- 3 Enter the server address and the port number in the respective fields.
- 4 Enter the group token. For a single tenant, the group token is an optional step.
- 5 Click **Register**.

After the registration is complete, the **Registered to Wyse Management Suite** message is displayed.

Registering Wyse Software thin clients by using DNS SRV record

DNS based device registration is supported with the Wyse Device Agent: 13.0 or later versions. You can register devices with the Wyse Management Suite server if DNS SRV record fields are set with valid values. The following table lists the valid values for the DNS SRV records:


Table 6. Configuring device by using DNS SRV record

URL/Tag	Description
Record Name —_WMS_MGMT Record FQDN —_WMS_MGMT._tcp.<Domainname> Record Type — SRV	This record points to the Wyse Management Suite server URL. For example, wmsserver.acme.com:443 , where wmsserver.acme.com is the fully qualified domain name of the server where Wyse Management Suite is installed.  NOTE: Do not use https:// in the server URL, or the thin client will not register under Wyse Management Suite.
Record Name —_WMS_MQTT Record FQDN —_WMS_MQTT._tcp.<Domainname> Record Type —SRV	This record directs the device to the Wyse Management Suite Push Notification server (PNS). For a private cloud installation, the device gets directed to the MQTT service on the Wyse Management Suite server. For example, wmsservername.domain.com:1883 .  NOTE: MQTT is optional for the latest version of Wyse Management Suite. To register your devices in Wyse Management Suite public cloud, the device should point to the PNS (MQTT) servers in public cloud. For example, US1— us1-pns.wysemanagementsuite.com EU1— eu1-pns.wysemanagementsuite.com
Record Name —_WMS_CAVALIDATION Record FQDN —_WMS_CAVALIDATION._tcp.<Domainname> Record Type —TEXT	This record is required if Wyse Management Suite is installed on your system in your private cloud. Do not add this optional record if you are registering your devices with Wyse Management Suite on public cloud. Enter True , if you have imported the SSL certificates from a well-known authority for https communication between the client and Wyse Management Suite server. Enter False , if you have not imported the SSL certificates from a well-known authority for https communication between the client and Wyse Management Suite server.  NOTE: CA Validation is optional for the latest version of Wyse Management Suite.

Registering devices by using DHCP option tags

You can register the devices by using the following DHCP option tags:

Table 7. Registering device by using DHCP option tags

Option Tag	Description
<p>Name—WMS</p> <p>Data Type—String</p> <p>Code—165</p> <p>Description—WMS Server FQDN</p>	<p>This tag points to the Wyse Management Suite server URL. For example, wmsserver.acme.com:443, where wmsserver.acme.com is fully qualified domain name of the server where Wyse Management Suite is installed.</p> <p> NOTE: Do not use https:// in the server URL, or the thin client will not register under Wyse Management Suite.</p>
<p>Name—MQTT</p> <p>Data Type—String</p> <p>Code—166</p> <p>Description—MQTT Server</p>	<p>This tag directs the device to the Wyse Management Suite Push Notification server (PNS). For a private cloud installation, the device gets directed to the MQTT service on the Wyse Management Suite server. For example, wmsservername.domain.com:1883.</p> <p>To register your devices in Wyse Management Suite public cloud, the device should point to the PNS (MQTT) servers in public cloud. For example,</p> <p>US1—us1-pns.wysemanagementsuite.com</p> <p>EU1—eu1-pns.wysemanagementsuite.com</p>
<p>Name—CA Validation</p> <p>Data Type—String</p> <p>Code—167</p> <p>Description—Certificate Authority Validation</p>	<p>This tag is required if Wyse Management Suite is installed on your system in your private cloud. Do not add this option tag if you are registering your devices with Wyse Management Suite on public cloud.</p> <p>Enter True, if you have imported the SSL certificates from a well-known authority for https communication between the client and Wyse Management Suite server.</p> <p>Enter False, if you have not imported the SSL certificates from a well-known authority for https communication between the client and Wyse Management Suite server.</p>

Configuring your Wyse Software thin client

The following configurations are explained in this section:

- Configuring VMware Horizon Client. See, [Using VMware Horizon Client to connect to virtual desktop](#)
- Configuring Citrix Receiver. See, [Configuring Citrix Receiver server sessions](#)
- Configuring Remote Desktop Connections. See, [Configuring Remote Desktop Connection session services](#)
- Configuring using Wyse Management Suite. See, [Configuring your Wyse Software thin client using Wyse Management Suite](#)
- Configuring RAM disk size. See, [Configuring RAM disk size](#).
- Configuring Wyse Easy Setup. See, [Wyse Easy Setup](#)

NOTE: By default, Citrix Receiver and VMware Horizon Client are not installed on the Wyse Software thin client. Administrators can install and configure Citrix Receiver and VMware Horizon Client before or after installing Wyse Converter for PCs.

Topics:

- [Using VMware Horizon Client to connect to virtual desktop](#)
- [Configuring Citrix Receiver session services](#)
- [Configuring Remote Desktop Connection session services](#)
- [Configuring your Wyse Software thin client using Wyse Management Suite](#)
- [Configuring RAM disk size](#)
- [Dynamic RAMDisk configuration based on Write Filter status](#)
- [Pagefile](#)

Using VMware Horizon Client to connect to virtual desktop

VMware Horizon Client is a locally installed software application that communicates between View Connection Server and thin client operating system. It provides access to centrally hosted virtual desktops from your thin clients. VMware session services can be made available on the network after you install the VMware Horizon 6. It provides virtualized or hosted desktops and applications through a single platform to end users. To connect to a virtual desktop, use the **VMware Horizon Client** window.

About this task

To open and use the **VMware Horizon Client** window:

Steps

- 1 Log in as a user or an administrator.
- 2 Access the **VMware Horizon Client** window using one of the following options:
 - From the **Start Menu**, click **VMware > VMware Horizon Client**.
 - Double-click the **VMware Horizon Client** icon on the desktop.

The **VMware Horizon Client** window is displayed.

- 3 In the **VMware Horizon Client** window, use the following guidelines:
 - a To add a new server connection, either click the **New Server** option or double-click the **Add Server** icon in the **VMware Horizon Client** window.
The **VMware Horizon Client** dialog box is displayed.
 - b In the **VMware Horizon Client** dialog box, type a host name or an IP address of a VMware Horizon Connection Server in the connection server box.

- c Click **Connect**.
- d In the **Login** dialog box, enter the user name and login password in the respective boxes.
- e From the **Domain** drop-down list, select the domain where the server is located.
- f Click **Login**.

The VMware Horizon Client connects to the selected desktop. After connection is established, the list of published desktops is displayed.

- g Right-click the particular application or the desktop icon, and then click **Launch** to connect to that application or desktop.

For more information on VMware Horizon Client, see www.vmware.com.

NOTE:

Certificate checking mode—Certificate checking mode determines how the client proceeds when the client cannot verify that your connection to the server is secure. Dell recommends that you do not change this setting unless instructed by your system administrator.

To access the certificate checking mode, click the icon on the upper-right corner of the window, and then click **Configure SSL** from the drop-down list. In the **VMware Horizon Client SSL configuration** dialog box, select from any of the following options based on your requirements:

- Never connect to untrusted servers
- Warn before connecting to untrusted servers
- Do not verify server identify certificates

Configuring Citrix Receiver session services

Citrix Receiver is a server-based computing technology that separates the logic of an application from its user interface. The Citrix Receiver client software installed on the thin client device allows you to interact with the application GUI, while all the application processes run on the server.

About this task

To configure a Citrix Receiver session, do the following:

Steps

- 1 Log in as an administrator.
- 2 Access the Citrix server using one of the following options:
 - From the **Start Menu**, click **Citrix Receiver**.
 - Double-click the **Citrix Receiver** icon on the desktop.

After you log in to the Citrix server, the **Add Account** window is displayed.

- 3 In the **Add Account** window, enter the server IP address.
- 4 Click **Next**.
 - For secure connections, enter Fully Qualified Domain Name (FQDN).
 - For non-secure connections, enter the IP address.
- 5 Enter the user credentials, and click **Log on**.

You can add an account by providing the IP address, and you can view the details of the Citrix Receiver.
- 6 Click **Yes**, and then click **Next**.

The virtual desktop of the Citrix Receiver is displayed.
- 7 In the virtual desktop window, go to **Add Apps (+) > All Applications**.

You can select or clear the application check box. The selected applications are displayed on the virtual desktop.
- 8 On the virtual desktop, click **Settings** to refresh, add or delete server account, and log off.


Configuring Remote Desktop Connection session services

About this task

Remote desktop connection is a network protocol that provides a graphical interface to connect another computer over a network connection. This sections describes the steps to configure Remote Desktop Connection session services.

Steps

- 1 Log in as a user or an administrator.
- 2 From the **Start** menu, click **Remote Desktop Connection**, or double-click the **Remote Desktop Connection** icon on the desktop. The **Remote Desktop Connection** window is displayed.
- 3 In the **Computer** box, enter the computer or the domain name.
- 4 For advanced configuration options, click **Show Options**.
 - a In the **General** tab, you can enter the login credentials, edit or open an existing RDP connection, or save a new RDP connection file.
 - b In the **Display** tab, manage the display and the color quality of your remote desktop.
 - Move the slider to increase or decrease the size of your remote desktop. To use full screen, move the slider all the way to the right.
 - Select the color quality of your preference for your remote desktop from the drop-down list.
 - Select or clear the **Display the connection bar when I use the full screen** check box to display or hide the connection bar in full screen mode.
 - c In the **Local Resources** tab configure audio, keyboard, or local devices and resources for your remote desktop.
 - In the Remote audio section, click **Settings** for advanced audio settings options.
 - In the **Keyboard** section, choose when and where to apply keyboard combinations.
 - In the **Local devices and resources** section, select devices and resources that you want to use in your remote session. Click **More** for more options.
 - d In the **Experience** tab optimize the performance of your remote session based on the connection quality.

 **NOTE:**
If the Unified Write Filter cache is full, you can disable the Bitmap caching in the **Experience** tab after clicking **Show Options** in the window.
 - e In the **Advanced** tab, select the action to be taken when the server authentication fails and configure settings for connection through Remote Gateway.
- 5 Click **Connect**.
- 6 To connect to the remote session, enter the login credentials in the **Security** dialog box.

The remote desktop is displayed with the connection bar on the top if you select the **Display the connection bar**.

Configuring your Wyse Software thin client using Wyse Management Suite

You can configure your Wyse Software thin client using Wyse Management Suite 1.3 and later version when the device is converted to a thin client using Wyse Converter for PCs. To configure the Wyse Software thin client , the device must be registered on Wyse Management Suite.

- 1 Log in to the Wyse Management Suite console.
- 2 Click **Groups & Configs** on the dashboard.
- 3 Select a group, and click **Edit Policies**.

- 4 Click **Wyse Software Thin Client**.

The **Wyse Software Thin Client** page is displayed.

- 5 After configuring the options, click **Save and Publish**.

For information on registering the Wyse Software thin clients and configuring the policy settings using Wyse Management Suite, see *Wyse Management Suite 1.3 and later version Administrator's Guide* at dell.com/support/manuals.

Configuring RAM disk size

About this task

RAM disk is a volatile memory space used for temporary data storage.

The following items are typically stored on the RAM disk:

- Browser web page cache
- Browser history
- Browser cookies
- Browser cache
- Temporary internet files
- Print spooling
- User/system temporary files

To configure the RAM disk size, do the following:

Steps

- 1 Log in as an administrator.
- 2 Go to **Start > Dell Thin Client Application**.
The **Dell Thin Client Application** window is displayed.
- 3 On the left navigation bar, click **RAM Disk**.
- 4 In the **RAM disk size** field, type or select the RAM disk size you want to configure, and then click **Apply**.
If you change the size of the RAM disk, you are prompted to restart the system for the changes to take effect.

NOTE:

To permanently save the information, disable the Unified Write Filter (UWF). For more information, see [Before configuring your Wyse Software thin clients](#).

Dynamic RAMDisk configuration based on Write Filter status

RAMDiskSize application monitors and determines the RAM disk size based on the status of Write Filter. When Write Filter is turned on, the RAM disk size is set to 100 MB. If the system RAM is lesser than 4 GB and the Write Filter is turned off, the RAM disk size is set to 100 MB and system temp is redirected to C:\Windows\Temp. The Windows 7 32-bit operating system supports only 4 GB RAM SKU. The system RAM set to more than 4 GB is considered only as 4 GB. If the system RAM is 4 GB or higher, the RAM disk size is set to 2 GB.

Pagefile

A pagefile is a reserved portion of a hard disk that is used as an extension of random access memory (RAM) for data in RAM.

In Wyse Converter for PCs 2.x, a separate volume of size 2 GB is created for pagefile. The Unified Write Filter overlay is configured to disk and Microsoft does not support pagefile on the write protected volume. The pagefile is created on a separate volume (drive) during a fresh installation or an upgrade to Wyse Converter for PCs 2.x and all the page file settings are preserved and are restored after uninstallation of

Wyse Converter for PCs 2.x. Pagefile supports both Dell Write Filter and Microsoft Unified Write Filter to improve the performance of the system. Similarly, Dell Write Filter does not support the pagefile on disk overlay.

Separate volume for pagefile is created on the following basic criteria:

- The available disk size must be greater than 75 percent of total RAM disk size.
- Total RAM must be less than 8 GB.
- Shrinkable volume must be available.

If the basic criteria are not met, the pagefile drive is not created. Also, pagefile drive is not created in Windows 10 Pro as Microsoft Write filter is not available in Windows 10 Pro.

Introduction to Wyse Easy Setup

Wyse Easy Setup enables administrators to quickly and easily deploy configurations on devices with Wyse Converter for PC. Wyse Easy Setup can be installed as part of Wyse Converter for PCs 2.x installation.

Wyse Easy Setup enables you to:

- Create a dedicated browser-focused client by configuring the Internet Explorer settings.
- Configure multiple broker connections such as Citrix, VMware, and Remote Desktop Protocol (RDP).
- Configure a device to have a dedicated application for a particular line of business.

You can configure kiosk mode to lock down a Windows device to prevent users from accessing any features or functions on the device outside of the kiosk mode. You can also customize the kiosk interface to enable or disable user access to specific settings.

NOTE:

- Wyse Easy Setup works as a bundled package with Wyse Converter for PCs 2.x.
- Configurations on Wyse Software thin client using the Wyse Easy Setup are applicable only to WyseUser account. This feature is not supported for domain accounts in KIOSK mode.

Key features

The following are the key features of Wyse Easy Setup:

- Provision to create a controlled and specialized experience for the users in the form of a customized Wyse Easy Setup shell. This prevents users from accessing any features or functions on the device outside of the shell.
- Restricted control panel access
- An interface to launch the virtual desktop infrastructure (VDI) and applications.
- Provision to add and launch the custom application.
- Provision to add a custom Original Equipment Manufacturer's (OEM) background and logo for the customized Wyse Easy Setup shell.
- Support for custom features such as control on the application behavior when you exit VDI connections and applications.
- Custom shell taskbar and the **Start** menu
- An interface to configure the connections and applications, and the WyseEasyShell settings by using the Wyse Easy Setup administrator application.
- Provision to configure custom desktop by using the local administrator user interface or Wyse Management Suite.
- Provision to select multiple language keyboards on the Wyse Easy Setup shell by configuring Wyse Easy Setup using Wyse Management Suite.
- Smart card support
- Multilingual support for administrator user interface and Wyse Easy Setup shell
- Provision to configure multiple display settings using the **Wyse Display** window.

NOTE: Display configurations that are deployed using Wyse Management Suite take precedence over local display configurations after you reboot the thin client.

- **Allow Help** option is added to the administrator user interface to enable or disable the **Help** option in the user **Start** menu.

Support matrix for Wyse Easy Setup

The following table lists the operating systems and Dell Wyse thin clients, connection types, and applications supported by Wyse Easy Setup:

Table 8. Support matrix

Entity	Support list
Wyse Convertor for PCs supported operating systems	<ul style="list-style-type: none"> • Microsoft Windows 7 32-bit and 64-bit—Service pack 1 and later • Microsoft Windows 10 Enterprise 64-bit • Microsoft Windows 10 Professional 64-bit
Supported languages—Admin user interface and Wyse Easy Setup shell	<ul style="list-style-type: none"> • English • Italian • French • German • Spanish • Simplified Chinese • Traditional Chinese • Canadian French • Korean • Brazilian Portuguese • Japanese
Connection types	<ul style="list-style-type: none"> • Remote Desktop Protocol • Citrix connection • VMware Horizon View connection
Custom applications—Default	<ul style="list-style-type: none"> • Internet Explorer • Calculator • Notepad
Applications	<p>All traditional desktop applications that are supported by the operating systems are compatible with Wyse Easy Setup.</p> <p>Wyse Easy Setup does not support Windows Store applications.</p>

Accessing Wyse Easy Setup

You can access Wyse Easy Setup by using any one of the following methods:

- By using an administrator account:
 - a Log in as an administrator.
 - b Go to **Start > Wyse > WyseEasySetupAdmin**.
- By using a user account:
 - a Log in as a user.
 - b Go to **Start > Wyse > WyseEasySetupAdmin**.

The **User Account Control** window is displayed.

- c Enter the administrator password, and click **Yes**.

 **NOTE:** To configure the Wyse Easy Setup shell on devices that run on Windows 7 operating system, go to **Start > All Programs > Wyse > WyseEasySetupAdmin**, and enter the user name and password.

- By using the Wyse Easy Setup user shell in the kiosk mode:
 - a If the **Admin Access** is enabled, go to **Start > Admin Access**.
The **User Account Control** window is displayed.
 - b Enter the administrator password, and click **Yes**.

Configuring Wyse Easy Setup

You can configure Wyse Easy Setup by using any of the following methods:

- Wyse Management Suite 1.3 and later versions
- Local administrator user interface

NOTE: Write filter must be enabled to configure the Wyse Easy Setup (not applicable for Windows 10 Professional operating system).

Configuring Wyse Easy Setup involves the following tasks:

- Configure connections and applications—see [Configuring connections and applications](#).
- Configure user settings—see [Configuring user settings](#).
- Configure User Interface settings—see [Configuring User Interface settings](#).

You can also configure Wyse Easy Setup using Wyse Management Suite 1.3 and later versions. For more information, see Wyse Management Suite Administrator's guide at www.support.dell.com/manuals.

NOTE: If the device is registered to Wyse Management Suite, the Wyse Easy Setup administrator user interface is disabled.

Topics:

- [Configuring connections and applications](#)
- [User settings](#)
- [User Interface settings](#)

Configuring connections and applications

About this task

The **Connections & Applications** section in Wyse Easy Setup enables you to add and configure connections and applications for a user.

Steps

- 1 Click the **+** icon in the **Connections & Applications** section.
The **Available applications/connections to add** dialog box is displayed.

The following options are available by default:

- RDP
- Citrix
- VMware Horizon View
- Browser
- Calculator
- Notepad

NOTE: To manually add an application, browse the application, and click **Import**.

- 2 Click the application or connection that you want to add and configure.
- 3 Click **Save**.
The configured application or connection is displayed in the **Connections & Applications** section.

4 Click **Apply**.

NOTE: You can add a maximum of 18 connections and applications in the Wyse Easy Setup shell.

User settings

The **User Settings** section enables you to configure the system specific settings for users. This section contains the following options:

Table 9. System

Option	Description
Region/Language	Enables the user to access the region and language option in the control panel.
Date and time	Enables the user to access the date and time option in the control panel.
Display	Enables the user to access the display option in the control panel.
Wi-Fi	Enables the user to access the network option in the control panel.
Sound	Enables the user to access the sound option in the control panel.
Ease of access	Enables the user to access the easy of access option in the control panel.

Table 10. Peripherals

Option	Description
Mouse	Enables the user to access the mouse option in the control panel.
Keyboard	Enables the user to access the keyboard option in the control panel.

User Interface settings

The **User Interface** section enables you to configure the taskbar and the **Start** menu. You can also personalize the background and the logo on the user shell. The **User Interface** section contains the following options:

Table 11. Kiosk mode

Option	Description
Display Kiosk Mode	If the Kiosk mode is enabled, the Wyse Easy Setup shell is displayed, and the traditional Windows interface such as the desktop and taskbar are inaccessible to users. NOTE: If the Kiosk mode is disabled, only RDP, Citrix, and VMware horizon view connections configurations are displayed on the Windows desktop.
Exit Action—Application	Enables you to select the actions to be performed when a user closes an application. NOTE: The Exit Action is enabled only if Display Kiosk Mode is enabled, and a single application or connection is configured.
Smart Card on removal	Enables you to select the actions to be performed when a smart card is removed.

Option	Description
	<p>NOTE:</p> <ul style="list-style-type: none"> This option is enabled only if Display Kiosk Mode is enabled. When you configure the device to remain unlocked, and you remove the smart card, you will be logged off from the client desktop.

Table 12. Personalization

Option	Description
Background	<p>Enables the user to set a customized background.</p> <p>To set a customized background, click Change, and select the required background. If you do not want any background, then select the image at <Will be added in the next draft>.</p>
Logo	<p>Enables the user to add a customized logo instead of the default Dell logo.</p> <p>To set a customized logo in the background, click Change, and browse to the required logo on your local drive. If you do not want any logo, then select the image at <drive C>\Program Files\Wyse\WyseEasySetup\Help\Images\NoLogo.png.</p>

Table 13. Taskbar

Option	Description
Date and Time	Enables the user to set the date and time option on the Wyse Easy Setup shell or custom desktop.
Sound	Enables the user to set the sound parameters in the Wyse Easy Setup shell or custom desktop.
Network Status	Enables the user to view the network option on the Wyse Easy Setup shell or custom desktop.
Touch Keyboard	Enables the user to view the touch keyboard on the Wyse Easy Setup shell or custom desktop.
Keyboard Layout	Enables the user select multiple language keyboards on the Wyse Easy Setup shell. You can select multiple language keyboards from the Control Panel on Wyse Easy Setup shell.

Table 14. Start Menu

Option	Description
Admin Mode	Enables the user to access administrator mode on the Wyse Easy Setup shell or custom desktop.
Allow Shutdown	Enables the user to shut down the system on the Wyse Easy Setup shell or custom desktop.
Allow Restart	Enables the user to restart the system on the Wyse Easy Setup shell or custom desktop.
Allow Log off	Enables the user to log off the system on the Wyse Easy Setup shell or custom desktop.

Deploying Wyse Easy Setup configuration

You can deploy a configuration to multiple devices by using the following methods:

- By using Wyse Easy Setup Admin UI.
- By using Wyse Management Suite

Topics:

- [Deploying a configuration by using the Wyse Easy Setup Admin UI](#)
- [Deploying a configuration by using Wyse Management Suite](#)

Deploying a configuration by using the Wyse Easy Setup Admin UI

Prerequisite

Before deploying a configuration, ensure that the device is not registered to Wyse Management Suite. If the device is registered in Wyse Management Suite, the Wyse Easy Setup administrator user interface is disabled and an error message is displayed.

Steps

- 1 Configure the settings by using WyseEasySetupAdmin—see [Configuring Wyse Easy Setup](#).
- 2 Click the export icon.
- 3 Save the configuration as a configuration or JSON file on a local drive or a shared location.
- 4 Copy the configuration file to the target device.
- 5 Start WyseEasySetupAdmin—see [Accessing Wyse Easy Setup](#).
- 6 Click the import icon, and then click **Apply**.

The configuration is deployed to the target device.

Deploying a configuration by using Wyse Management Suite

Prerequisite

Before deploying a configuration, ensure that the device is registered to Wyse Management Suite.

Steps

- 1 Log in to the Wyse Management Suite console.
- 2 Click **Groups & Configs**.
- 3 Select a group, and click **Edit Policies**.
- 4 Click **Wyse Software thin client**.
- 5 Click **Wyse Easy Setup**.
- 6 After configuring the options, click **Save and Publish**.

NOTE:

- If the device is registered to Wyse Management Suite, all the local configurations deployed using the Wyse Easy Setup administrator shell are discarded. The remote configurations deployed using Wyse Management Suite are applied.
- If the device is unregistered from Wyse Management Suite, the configurations deployed through Wyse Management Suite are discarded. The local configurations deployed using the Wyse Easy Setup administrator shell are applied.

For more information, see Wyse Management Suite Administrator's Guide at support.dell.com/manuals.

Tips and best practices for Wyse Easy Setup

This section provides information about the best practices, and tips that help you to work effectively on Wyse Easy Setup.

- The resolution settings available in the ICA and RDP connection options are not indicative of the target display. Dell recommends that you use the default desktop resolution settings—full-screen.
- To use USB redirection with an RDP connection when the VMware Horizon View client is installed, disable the VMware Horizon View USB service before you connect to an RDP session.
- Dell recommends that you set the Wyse Easy Setup shell display resolution to 1280x800.
- You require read and write access to a folder when you export or import a configuration file, during Wyse Easy Setup configuration.
- Ensure that the applications that you add as part of the configuration file do not have any permission restriction.
- You can run Wyse Easy Setup remotely if you import the application from a network location or locally.
- If you do not want any logo in the Wyse Easy Setup shell background, then select the image at **<drive C>\Program Files\Wyse\WyseEasySetup\Help\Images\NoLogo.png**.

Wyse Converter for PCs license

Wyse Converter for PCs comes with a default 45 day trial license. You can use the trial version to convert a PC to a thin client like experience, test the lockdown functionality, and use Wyse Management Suite to configure the Wyse Software thin client. The 45 day trial period starts from the date when Wyse Converter for PCs is installed on your PC. You will receive instructions to download Wyse Converter for PCs and Wyse Management Suite through an email when you sign up for Wyse Converter for PCs. You will also receive details on how to obtain the license key.

NOTE: During the trial period, you can register and manage 25 devices at any given point in time.

After the trial period ends:

- Upgrades through the Wyse Management Suite server are not possible.
- An administrator can continue to manage existing devices using the Wyse Management Suite on-premise server.
- A new Wyse Software thin client cannot be added to the Wyse Management Suite.

After the Wyse Device Agent communicates with the Wyse Management Suite server, the updated license information is imported and the local store is updated.

After 45 days, you can continue to use Wyse Converter for PCs by importing or upgrading the Wyse Management Suite license—see [Importing and upgrading the Wyse Management Suite license](#)

Importing and upgrading Wyse Management Suite license

To import a Wyse Management Suite license to a private cloud, do any of the following:

- **Method 1**
 - a Log in to the Wyse Management Suite private cloud server.
 - b Navigate to **Portal Administration > Account > Subscription > Import License**.
 - c Enter the user name and password.
 - d From the **Data Center** drop-down list, select the data center.
 - e Enter the number of Wyse Software thin client seats or devices you want to add, and click **Import**.

NOTE: The Wyse Management Suite private cloud server must be connected to public cloud to import the license.

- **Method 2**
 - a Log in to the Wyse Management Suite public cloud server.
 - b Navigate to **Portal Administration > Account > Subscription > Export License For Private Cloud**.
 - c Enter the number of Wyse Software thin client seats to be exported.
 - d Click **Export**.
 - e Copy the generated license.
 - f Log in to the Wyse Management Suite private cloud server.
 - g Navigate to **Portal Administration > Account > Subscription > Import License**.
 - h Enter the generated license.
 - i Click **Import**.

NOTE: You will receive your login credentials when you sign up for the Wyse Management Suite trial on www.wysemanagementsuite.com or when you purchase your subscription. You can purchase the Wyse Management Suite subscription from the Dell Sales team or from your local Dell partner. For more details, see www.wysemanagementsuite.com.

To assign a valid license, you must add and register the device to Wyse Management Suite—see [Registering Wyse Software thin client to Wyse Management Suite](#).

To upgrade the Wyse Management Suite license from evaluation to production from a public cloud, contact the Dell Sales team or your local Dell partner. After the Wyse Management Suite license is upgraded, you can log in to the Wyse Management Suite portal as an administrator with the same credentials as before to manage the device.

You can upgrade the license on a private cloud by exporting the license from public cloud account to the private cloud. To import the license on a private cloud, do any of the following:

- Go to **Portal Administration > Subscription**, enter details in the **Import License** section and click **Import**.
- Go to **Portal Administration > Subscription**, enter the license key in the **Import License** section, and click **Import**.

For more information, see *Wyse Management Suite 1.3 and later version Administrator's Guide* at dell.com/support/manuals.

Uninstallation methods

You can uninstall Wyse Converter for PCs using any of the following methods:

- Remote uninstallation—see [Uninstalling Wyse Converter for PCs remotely](#)
- Local uninstallation—see [Uninstalling Wyse Converter for PCs locally](#)

NOTE: The .NET Framework, Microsoft Visual C++ Redistributable, Windows Management Framework, Citrix Receiver, and VMware Horizon client installed during the Wyse Converter for PCs installation are not removed when you uninstall Wyse Converter for PCs.

Topics:

- [Uninstalling Wyse Converter for PCs remotely](#)
- [Uninstalling Wyse Converter for PCs locally](#)

Uninstalling Wyse Converter for PCs remotely

You can uninstall Wyse Converter for PCs remotely using any of the following methods:

- Using third party management software—see [Uninstalling Wyse Converter for PCs using third party management software](#)
- Using Wyse Management Suite—see [Uninstalling Wyse Converter for PCs using Wyse Management Suite](#)

Uninstalling Wyse Converter for PCs using third party management software

You can uninstall Wyse Converter for PCs using a third party management software such as Microsoft System Center Configuration Manager (SCCM).

- 1 Launch the SCCM console.
- 2 Go to **Software Library > Overview > Application Management > Applications**.
- 3 Right-click **Applications**, and click **Create Application**.
The **Create Application Wizard** window is displayed.
- 4 On the **General** page, click **Manually specify the application information**.
- 5 Click **Next**.
- 6 On the **General Information** page, specify the information about the application and click **Next**.
- 7 On the **Application Catalog** page, specify the information about how you want to display the application when you browse the Application Catalog.
- 8 On the **Deployment Types** page, click **Add** to create a deployment type.
The **Create Deployment Type Wizard** window is displayed.
- 9 On the **General** page, click **Manually specify the deployment type information**.
- 10 Click **Next**.
- 11 On the **General Information** page, specify the information about the application and click **Next**.
- 12 On the **Content** page, specify the location of the Wyse Converter for PCs setup file.
- 13 In the **Installation program** field, enter `WyseConverterForPCs.exe /install /u`.
- 14 On the **Detection Method** page, select the following options:

- From the **Setting Type** drop-down menu select **Registry**.
 - Enter the registry key as **hklm\software\wnt**.
 - Provide the **Value** as **Build**.
 - From the **Data type** drop-down menu select **String**.
 - To set the registry rule check **This registry setting must satisfy the following rule**.
 - From the **Operator** drop-down menu select **Equal**.
 - For the **Value** field enter the <Build Version>. For example, 9122.
- 15 Specify the type and the file or folder name, and click **OK**.
 - 16 Click **Next**.
 - 17 On the **User Experience** page, from the **Installation behavior** drop-down list, select **Install for system if resource is device; otherwise install for user**.
 - 18 From the **Logon requirement** drop-down list, select **Whether or not a user is logged on**.
 - 19 From the **Installation program visibility** drop-down list, select **Hidden**.
 - 20 Specify the maximum run time and the estimated installation time of the deployment program for the application, and click **Next**.
 - 21 On the **Requirements** page, click **Next**.
 - 22 On the **Dependencies** page, click **Next**.
 - 23 On the **Summary** page, the summary of the configurations is displayed.
 - 24 Click **Close**.
 - 25 Distribute the content to distribution point to make the content available for deployment. To distribute the content to distribution point, see *Operations and Maintenance for Content Management in Configuration Manager* at technet.microsoft.com.

Uninstalling Wyse Converter for PCs using third party management software for Windows 7

Microsoft System Center Configuration Manager does not recognize Dell Write Filter. To uninstall Wyse Converter for PCs from a Windows 7 device do the following:

Creating package using batch file

Prerequisites

- Create BAT file using the following script:


```
@echo off

cd C:\program files\Wyse\DellFBWF

Start dwfmgr.exe /disable

Shutdown -r -f -t 0
```
- Save the BAT file in a network location.

Steps

- 1 Open the System Center Configuration Manager Console and navigate to **Software Library > Application > Management > Packages**.
- 2 Right-click **Packages** and click **Create Package**.
- 3 Specify the following information for the package:
 - Name—<User specified name>
 - Description—Optional
 - Manufacture—Optional

Language/version—Optional

- a Check **This package contains source file**.
 - b Provide the path for the .bat file.
- 4 Click **Next**.
 - 5 Set the **Program Type** as **Standard Program** and click **Next**.
 - 6 Provide the information for the Standard Program as follows:
 - Name—User defined
 - Command Line—Browse to .bat file
 - Program can run—Whether or not user is logged on
 - 7 Click **Next**.
 - 8 Click **Next** on the summary page, and then click **Close**.
 - 9 Right-click the package and select **Distribute the Content**.

Deploying the application package

- 1 Open the System Center Configuration Manager Console and navigate to **Software Library > Application > Management > Packages**.
- 2 Right-click on the package and Click **Deploy**.
- 3 Provide the required information and provide the collection and click **Next**.
- 4 Provide the content destination.
- 5 Specify settings to control the software deployment as follows:
 - Action—Install
 - Purpose—Required
- 6 Click **Next**.
- 7 Select **As soon as possible** and click **Next**.
- 8 Specify the User Experience and Click **Next**.
- 9 Specify the distribution points and Click **Next**.
- 10 Click **Next** on the summary page, and then click **Close**.

Deploy application through SCCM to uninstall

- 1 Launch the SCCM console.
- 2 Go to **Software Library > Overview > Application Management > Applications**.
- 3 Right-click **Applications**, and click **Create Application**.
The **Create Application Wizard** window is displayed.
- 4 On the **General** page, click **Manually specify the application information**.
- 5 Click **Next**.
- 6 On the **General Information** page, specify the information about the application and click **Next**.
- 7 On the **Application Catalog** page, specify the information about how you want to display the application when you browse the Application Catalog.
- 8 On the **Deployment Types** page, click **Add** to create a deployment type.
The **Create Deployment Type Wizard** window is displayed.
- 9 On the **General** page, click **Manually specify the deployment type information**.
- 10 Click **Next**.
- 11 On the **General Information** page, specify the information about the application and click **Next**.
- 12 On the **Content** page, specify the location of the Wyse Converter for PCs setup file.
- 13 In the **Installation program** field, enter `WyseConverterForPCs.exe /install /u`.
- 14 On the **Detection Method** page, select the following options:

- From the **Setting Type** drop-down menu select **Registry**.
 - Enter the registry key as **hklm\software\wnt**.
 - Provide the **Value** as **Build**.
 - From the **Data type** drop-down menu select **String**.
 - To set the registry rule check **This registry setting must satisfy the following rule**.
 - From the **Operator** drop-down menu select **Equal**.
 - For the **Value** field enter the <Build Version>. For example, 9122.
- 15 Specify the type and the file or folder name, and click **OK**.
 - 16 Click **Next**.
 - 17 On the **User Experience** page, from the **Installation behavior** drop-down list, select **Install for system if resource is device; otherwise install for user**.
 - 18 From the **Logon requirement** drop-down list, select **Whether or not a user is logged on**.
 - 19 From the **Installation program visibility** drop-down list, select **Hidden**.
 - 20 Specify the maximum run time and the estimated installation time of the deployment program for the application, and click **Next**.
 - 21 On the **Requirements** page, click **Next**.
 - 22 On the **Dependencies** page, click **Next**.
 - 23 On the **Summary** page, the summary of the configurations is displayed.
 - 24 Click **Close**.
 - 25 Distribute the content to distribution point to make the content available for deployment. To distribute the content to distribution point, see *Operations and Maintenance for Content Management in Configuration Manager* at technet.microsoft.com.

Uninstalling Wyse Converter for PCs using Wyse Management Suite

- 1 Log in to the Wyse Management Suite console.
- 2 Click **Apps & Data**.
- 3 Click **Wyse Software thin client** under **App Policies**.
- 4 Click **Add Policy**.
The **Add Standard App Policy** window is displayed.
- 5 In the **Add Standard App Policy** window do the following:
 - From the **Group** drop-down menu, select the group to which the Wyse Software thin client is registered.
 - From the **Task** drop-down menu, select **Uninstall Application**.
 - From the **OS type** drop-down menu, select **Wyse Software thin client**.
 - From the **Application** drop-down menu, select **WyseConverterForPCs.exe**.
 - Provide the install parameter `/install /u`.
- 6 Click **Save**.
- 7 Go to the **Jobs** page and schedule the job to start the silent uninstallation of Wyse Converter for PCs.

Uninstalling Wyse Converter for PCs locally

Prerequisites

- The write filter must be disabled—Windows 10 Enterprise operating system only.
- You must uninstall Wyse Converter for PCs from the administrator account available before the Wyse Converter for PCs installation.

Steps

- 1 Go to **Control Panel** and click **Programs and features**.
- 2 From the programs list, select **Wyse Converter for PCs**.

- 3 Click **Uninstall**.
The confirmation screen is displayed.
- 4 Click **Yes**.

After the uninstallation is complete, the **Uninstallation Complete** message is displayed.

 **NOTE:**

- You can also uninstall Wyse Converter for PCs by double-clicking the Wyse Converter for PCs executable file. Also, you can log in as an administrator, run the command prompt, and enter **WyseConverterForPCs.exe /install /u**. For information on silent parameters, see [Parameters for silent installation](#).
- Wyse Easy Setup cannot be uninstalled separately.

Troubleshooting Wyse Converter for PCs

This section provides troubleshooting information for Wyse Converter for PCs.

Table 15. Troubleshooting for Wyse Converter for PCs

Issue	Solution
Installation stops during the prerequisite check.	Ensure that you have met the prerequisites to install Wyse Converter for PCs—see Prerequisites . The logs are available in the current user temp location (%temp%).
Installation stops, if an application that you have selected fails to install.	View the logfiles InstallWyseConverter.log or UninstallWyseConverter.log for a detailed error log report.
Lock down scripts fail during installation.	View the logfiles Appsinstall.log , InstallMon.log , UninstallWyseConverter.log available at drive C:/Windows/setup/logs for a detailed error log report.
Lock down customization UI screen stops responding.	If the post configuration UI stops working, view the installation logs Appsinstall.log , InstallMon.log , UninstallWyseConverter.log available at drive C:/Windows/setup/logs and check the progress. The UI process can be stopped from the Windows task manager (PS_Config.exe). Auto Revoke can be triggered on stopping this process and Wyse Converter for PCs is uninstalled. If the Wrapper UI stops responding, press Win+D to go to the desktop screen.
The explorer shell stops working and the Blue Screen error occurs in Windows 7.	Ensure all the device drivers for the system are installed.
License screen is displayed on the WyseUser desktop, after you purchase a valid license.	Ensure that you have registered the Wyse Software thin client to Wyse Management Suite.
Auto logon fails during the lockdown deployment.	Ensure that the password does not contain special characters, such as \ / ` ' ~:; *? "& ^. If you want to proceed with the current installation, enter the password that was used in the deployment stage.
Icons are not displayed in the taskbar of the Wyse Easy Setup shell.	Ensure that the Wyse Device Agent version 14.0.0.216 or above is installed before you install Wyse Easy Setup. Also, ensure that WyseEasySetupHookx86 and WyseEasySetupHookx64 run in the background.
Citrix and VMware Horizon view connections are not displayed in the Connections & Applications area by default.	Ensure that Citrix and VMware are installed in the following default path: <ul style="list-style-type: none"> • Citrix— C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe—64-bit operating system C:\Program Files\Citrix\ICA Client\SelfServicePlugin\SelfService.exe—32-bit operating system • VMWare— C:\Program Files (x86)\VMware\VMware Horizon View Client\vmware-view.exe—64-bit operating system

Issue	Solution
	C:\Program Files\VMware\VMware Horizon View Client\vmware-view.exe—32-bit operating system
Admin UI settings are not reflected immediately when you click Apply .	Ensure that the write filter is enabled.
Wyse Easy Setup shell is not displayed when kiosk is set using Wyse Management Suite or Admin UI.	<ul style="list-style-type: none"> • Ensure that Wyse Management Suite appliance mode is not set. • Ensure that WDA build 14.0.0.216 or higher is installed before installing Wyse Easy Setup and C:\Wyse\WDA\plugin\qcplugin.json is available.
VMware shortcut is deleted from the public desktop after unregistering Super Wyse from Wyse Management Suite.	<ul style="list-style-type: none"> • You can access VMware Horizon from the Start menu. • You can configure VMware connection and push it from Wyse Management Suite.
On Specific Languages Citrix connection shortcuts are not getting created on the User Desktop when the configurations are pushed from WMS Server.	<ul style="list-style-type: none"> • Enable the user permission for C://Users/Public/desktop to everyone by pushing the script and ensure it is working. • Deploy the following script as a batch file using standard application deployment method from Wyse Management Suite: icacls %public%\Desktop /grant Everyone:M • To deploy the application policy using Wyse Management Suite, see <i>Dell Wyse Management Suite Version 1.3 Administrator's Guide</i> at www.dell.com/support
RDP and VMware icons are getting deleted when System Background is set through Wyse Management Suite.	<p>Deploy the configuration from server with all the required connection details such as VMWARE, RDP, and Citrix.</p> <p>To deploy the configurations for VMware, RDP and Citrix using Wyse Management Suite, see <i>Dell Wyse Management Suite Version 1.3 Administrator's Guide</i> at www.dell.com/support.</p>
Microsoft Security Client message is displayed after installation of Wyse Converter for PCs on every restart.	Update Windows KB.
The desktop background set through Wyse Management Suite is not retained and the default background is displayed after restart.	If you do not see WCM splash screen— Configuration Apply Status , log off and log in again to apply the configuration.
Operating system version for Windows 10 Enterprise—Chinese simplified client is displayed as unknown in Wyse Management Suite 1.2 and 1.3.	Create a group of Windows Chinese simplified devices and deploy the package.
C-A-D map key functionality fails to redirect Ctrl+F1 to Ctrl+Alt+Del in XD session when the Desktop Viewer is enabled in the Citrix server.	<ol style="list-style-type: none"> 1 Disable the Desktop viewer in Citrix Virtual Apps and Desktops server. For more information, see the <i>How to Configure Desktop Viewer</i> article at support.citrix.com. 2 Replace the broker FQDN address with <code>https://CitrixBrokerServerFQDN/citrix/teststore/PNAgent/config.xml</code> in the Citrix Receiver window.
Unable to install Citrix Receiver when you log in as WyseAdmin.	Log in as a local administrator and install Citrix Receiver. You can also deploy Citrix Receiver using Wyse Management Suite.