

Wyse Converter for PCs 2.1 Maintenance Release 1

Release Notes



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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Contents

1 Release summary	4
Version	4
Release date	4
Priority and recommendations	4
2 Compatibility	5
Support matrix	5
Previous version	5
3 New and enhanced features	6
4 Fixed issue	7
5 Important notes	8
Tested platforms	8
Tested VDI connections	9
6 Known issues	10
7 Installing package/Upgrading image	11
Downloading the installation file	11
Wyse Converter for PCs installation prerequisites	11
Wyse Converter for PCs installer	11
Methods of installation	12
Installation type	12
Uninstallation	12
Upgrade methods	13
8 Resources and support	14
Accessing documents using the product search	14
Accessing documents using product selector	14
White papers	14
9 Contacting Dell	15

Release summary

Wyse Converter for PCs is a stand-alone software that enables you to provide a thin client like experience on a Windows personal computer. Wyse Converter for PCs provides a secure, and seamless interface to connect to Virtual Desktop Infrastructure (VDI) sessions.

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

After the installation of Wyse Converter for PCs, the device is called Wyse Software Thin Client. You can manage the Wyse Software Thin Client using Wyse Management Suite.

Version

2.1 Maintenance Release 1

Release date

July 2019

To download this version of the product, see [Downloading the installation file](#).

Priority and recommendations

Recommended: Dell recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that will help keep your system software current and compatible with other system modules (firmware, BIOS, drivers and software).

Compatibility

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.

Previous version

2.0

New and enhanced features

- VDI clients such as VMware and Citrix Receiver are removed from Wyse Converter for PCs 2.1 MR1 installer.
- Installer limitation is removed for Windows 10 build versions. Wyse Converter for PCs 2.1 MR1 installer supports installation on all platforms running Windows 10 operating system.
- Installer limitation is removed for Windows 10 SKU version. Wyse Converter for PCs 2.1 MR1 can be installed on all Windows 10 SKUs such as LTSC, SAC, and LTSCB.
- Installer limitation is removed for operating system languages. Wyse Converter for PCs 2.1 MR1 can be installed on all language builds.
- Provision to configure multiple display settings using the Wyse Display window. You can configure this option using Wyse Easy Setup on thin clients running Windows 10 operating system.
- The administrator can configure the **Allow Help** option from Wyse Easy Setup administrator user interface. By default, the **Allow Help** option is disabled.

NOTE: Wyse Converters for PCs installer and Wyse Easy Setup (Shell and the Administrator user interface) are in English-United states for the language builds that are not listed in [Support matrix](#).

Fixed issue

WCPC-449—Fixed an issue where a Boot loop issue was observed when you are installing Wyse Converter for PCs on devices running Windows 10 operating system, if the latest Windows update: May 21, 2019-KB4499183 (operating system build 17134.799) is installed.

Important notes

Tested platforms

Wyse Converter for PCs can be used on any working Windows 7—32-bit or 64-bit, Windows 10 Enterprise—64-bit or Windows 10 Professional—64-bit devices. The following table lists the tested platforms:

Table 2. Tested platforms

Hardware	Microsoft Windows 7				Microsoft Windows 10 Enterprise	Microsoft Windows 10 Professional	Microsoft Windows 10 Enterprise LTSC	Microsoft Windows 10 Enterprise LTSC
	32-bit		64-bit		64-bit	64-bit	64-bit	64-bit
	Professional with Service Pack 1	Enterprise with Service Pack 1	Professional with Service Pack 1	Enterprise with Service Pack 1				
Latitude 5280 mobile thin client	No	No	Yes	Yes	Yes	Yes	Yes	Yes
Latitude 3480 mobile thin client	No	No	No	No	Yes	Yes	No	No
Latitude E7270 mobile thin client	Yes	Yes	Yes	Yes	No	No	Yes	Yes

Table 3. Tested versions of Windows 10 and Windows 7 operating system

Operating System	Version
Windows 10 Enterprise 64-bit	1703,1709,1803,1809
Windows 10 Professional 64-bit	1703,1709,1803,1809
Windows 10 Enterprise 2019 64-bit	1809 LTSC
Windows 10 Enterprise 2016 64-bit	1607 LTSC
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

Tested VDI connections

Table 4. Tested VDI connections

Broker connections	Version
Remote Desktop Protocol (RDP)	6.1.7601.17514 (RDP 7.1 Supported) (Can differ based on latest update done on the target device)
Citrix Receiver	4.12
VMware Horizon Client	4.10

Known issues

Table 5. Known issues

Defect ID	Issue summary	Workaround
SUP-439	CAD map does not work in a Citrix session.	Disable the Desktop Viewer in the Citrix session.
SUP-436	The calculator option is not displayed on the Add Application page on thin clients running Windows 10 IoT Enterprise operating system—build 1809.	There is no workaround for this issue since metro applications are not supported.
SUP-443	You cannot install Citrix Receiver 4.12 when you log in as WyseAdmin.	Log in as a local administrator and install Citrix Receiver.
SUP-447	In Wyse Easy Setup, when a device is unregistered from Wyse Management Suite, the control panel applets are not displayed.	Log off from the user account and log in again.
SUP-446	In Wyse Easy Setup, the Kiosk mode fails to start when you restart the client after you unregister from Wyse Management Suite.	Start the administrator user interface and switch to Kiosk Mode and save the configurations.
SUP-445	In Wyse Easy Setup, the RDP connection which is locally configured does not start if the client is unregistered from Wyse Management Suite.	Edit the RDP connection from administrator user interface and save the RDP connection.
WCPC-453	Close and Minimize buttons are displayed on the user shell when Wyse Easy Setup is upgraded from 1.2.1 to 2.0.0.137 on devices running Windows 10 Professional operating system.	<p>You can use any of the following methods:</p> <ul style="list-style-type: none"> • Locally <ul style="list-style-type: none"> a Log in as a local administrator. b Go to C:\ProgramFiles\Wyse\WyseEasySetup_HotFix. c Right-click the .exe file and then click Run as Administrator. d Restart the thin client. • Remotely using Wyse Management Suite <ul style="list-style-type: none"> a Copy the WyseEasySetup_HotFix.exe file from C:\ProgramFiles\Wyse to the Wyse Software repository of the Wyse Management Suite. b Create a standard application policy and deploy it to the Wyse Software thin client. c Push the RTC command to restart the thin client. <p>i NOTE: If you are using Wyse Converter for PCs 2.0, you must:</p> <ul style="list-style-type: none"> • Manually download the WyseEasySetup_HotFix.exe from support.dell.com. • Install Wyse Device Agent 14.4.0.135. • Install Wyse Easy Setup 2.0 before installing the hotfix.

Installing package/Upgrading image

Downloading the installation file

- 1 Go to www.dell.com/support.
- 2 In the **Enter a Service Tag, Serial Number, Service Request...** field, type the Service Tag or the model number of your device, and press Enter or click the search icon.
- 3 On the product support page, click **Drivers & downloads**.
- 4 Select the appropriate operating system.
- 5 From the list, locate the file entry and click the download icon.

Wyse Converter for PCs installation prerequisites

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

- The latest version of Windows QFEs and the drivers are installed.
- A genuine version of the Windows operating system is installed.
- Existing username is not WyseUser or WyseAdmin.
- Minimum disk space is 4 GB is available.
- Unified Write Filter is disabled for Windows 10 Enterprise operating systems.
- Disable the antivirus access restrictions such as temp folder execution restrictions, program files folder creation restrictions, and the registry read or write permissions.
- Secure boot is disabled.

NOTE: Wyse Converter for PCs cannot be installed on a virtual machine and on secure boot enabled devices.

Wyse Converter for PCs installer

Wyse Converter for PCs is bundled as a package which can be installed on the local device or using Microsoft System Center Configuration Manager (SCCM). Double-click the **WyseConverterforPCs.exe** installer file to install Wyse Converter for PCs on the local device. It can be deployed by using SCCM.

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

- WyseAdmin and WyseUser user accounts are created, and the existing user accounts are disabled.
- The NetXClean utility is installed to clean the unnecessary information from the local storage.
- The control settings functions are limited in the user account.
- The supported applications such as Wyse Device Agent, and TightVNC are upgraded if any lower version of the application is already installed on your PC.
- The .NET Framework, Microsoft Visual C++ Redistributable, Windows Management Framework, and VDI applications—Citrix and VMware, installed during the installation of Wyse Converter for PCs are not removed when Wyse Converter for PCs is uninstalled.
- Dell thin client application, C-A-D map tool, and RAM disk applications are installed.
- UWF is installed by the Wyse Converter for PCs installed on systems that run on Windows 10 Enterprise operating system.
- Dell wallpaper, desktop theme, and Dell logo for the user account are added.

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

Methods of installation

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

- Manual Installation—Local installation on your personal computer, using **WyseConverterforPCs.exe** installer file.
- Remote Installation—Use the following parameters for a silent remote installation from a third-party management software such as Microsoft System Center Configuration Manager (SCCM): **WyseConverterforPCs.exe /install /adminpassword:<Password>/userpassword:<Password> /app:tightvnc:wyseeasysetup.**

For more information, see Installation methods in *Wyse Converter for PCs 2.1 Maintenance Release 1 Administrator's Guide* at Support.dell.com

NOTE:

- The Password field must be entered as per the password policy defined in the domain password policies.
- Special characters such as \ / ` ' , ~ ; * ? " & ^ are not enabled for creating a user in Wyse Converter for PCs.

Installation type

There are two types of installation procedure available in the Wyse Converter for PCs:

- Typical—If you select the typical setup, the typical installation window is displayed. It requires minimum user interaction and installs all the default applications.
- Custom—If you select the Custom setup, the custom installation window is displayed. You can select any of the following applications that you want to install on your system:
 - Wyse Device Agent—Default
 - Unified Write Filter—For Windows 10 operating system
 - Dell Write Filter—For Windows 7 operating system
 - Wyse Easy Setup
 - TightVNC

In the custom installation procedure, you can select the program features to be installed. The installation procedure requires maximum user interactions. Dell recommends custom installation for advanced users. By default the Wyse Device Agent (WDA) software is installed and the check box is not available. If the applications are already installed on the PC before the installation procedure, then they are not reinstalled.

Uninstallation

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

- The write filter is disabled for Windows 10 Enterprise, Windows 10 Education and Windows 7 PCs.
- Wyse Converter for PCs software from the Standard administrator account is uninstalled before the installation procedure.

There are two types of uninstallation procedure for Wyse Converter for PCs:

- Manual—Wyse Converter for PCs can be uninstalled from the **Programs and Features** option in **Control Panel**. To uninstall the software, double-click the **WyseConverterforPCs.exe** file to uninstall the software.
- Remote—For remote uninstallation using Wyse Management Suite or third-party management software such as Microsoft System Center Configuration Manager (SCCM), use the parameter **WyseConverterforPCs.exe /install /u.**

Upgrade methods

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

- Local upgrade on your PC—Local installation on your PC, using **WyseConverterforPCs.exe** installer file.
- Remote upgrade using Wyse Management Suite—For a silent remote installation using Wyse Management Suite, use the parameter **WyseConverterforPCs.exe /install**.
- Remote upgrade using SCCM—For a silent remote installation from a third-party management software such as Microsoft System Center Configuration Manager (SCCM), use the parameter **WyseConverterforPCs.exe /install**.

NOTE: You cannot upgrade Wyse Converter for PCs from versions 1.0 or 1.0.1 to 1.1 using Wyse Management Suite 1.2. 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. However, you must install the latest WDA version 14.3.0.66.

For more information, see the Upgrade methods section in *Wyse Converter for PCs 2.1 Maintenance Release 1 Administrator's Guide* at support.dell.com.

Resources and support

Accessing documents using the product search

- 1 Go to www.dell.com/support.
- 2 In the **Enter a Service Tag, Serial Number, Service Request, Model, or Keyword** search box, type the product name. For example, `Wyse 3040 thin client` or `Wyse ThinOS`.
A list of matching products is displayed.
- 3 Select your product and click the search icon or press Enter.
- 4 Click **Manuals & documents**.

Accessing documents using product selector

You can also access documents by selecting your product.

- 1 Go to www.dell.com/support.
- 2 Click **Browse all products**.
- 3 Click **Thin Clients**.
- 4 Click the desired category, either **Wyse Hardware** or **Wyse Software**.
- 5 Click the desired product.
- 6 Click **Manuals & documents**.

White papers

The following white papers are available on the Dell Support website at dell.com/support that provides additional information about the features of Wyse Converter for PCs:

- *Dell Write Filter Performance Document White paper* that provides performance comparison between Dell Write Filter and Microsoft UWF.
- *Start Layout Customization White paper* that provides information about the restricted access of application to user from Windows Start menu.
- *Factory Reset Using Wyse Converter for PCs or Standard Windows Tools White paper* that provides information about resetting the thin client to factory default settings using Microsoft Windows Recovery tools.

Contacting Dell

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for technical support or customer service issues, see www.dell.com/contactdell.

If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or the product catalog.